



Customer Service Request Detail # 200734100777

Customer

Name: Ms. Marjorie B. [REDACTED]
Preferred Communication Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: Albertson, NY 1 [REDACTED]

Vehicle

Chassis # (US): PT19914
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage: 24,600
Sale: 5/1/06 12:00AM
In Service Date: 5/1/06 12:00AM
Production Date: 4/4/06 12:00AM

Service Request

Service Request #: 200734100777
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 12/7/07 03:55PM
Created By: Monro, Jason
Rep Assigned: Mazanec, Carrie
Date Assigned: 12/7/07 04:00PM
Assigned Dealer:
Identified Dealer: Rallye BMW
Date Resolved:
Resolve Rep:
Date Closed: 12/17/07 10:54AM
Close Rep: Mazanec, Carrie
Issue Note: SPI - feels that the airbag should not have deployed in front end collision

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200734100777

Activity Status:	Done	Activity Updated:	12/7/07 03:59PM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	12/7/07 03:55PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	SPI - feels that the airbag should not have deployed in front end collision		
Note Created: 12/7/07 03:56PM		Note Created By: Monro, Jason	
		Note Type: Customer Interaction	
Cust stts that they believe that their driver's front airbag should not have deployed. Cust stts that this was a minor collision and has been told by the body shop that the airbag shouldn't have deployed. Cust stts that her veh is at Don, Joe Autobody (516) 466-2828, and that a BMW dealer has not checked the vehicle. Cust stts that there were minor neck injuries, but didn't require going to the hospital. Writer adv that I would forward information along to appropriate department.			
Activity Status:	Done	Activity Updated:	12/11/07 05:38PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/11/07 05:38PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	adv cust that we have forwarded the request on, apologized for no contact in this issue. Adv we will follow up on the case.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/12/07 10:45AM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	12/12/07 10:45AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Customer's voicemail is full - can't leave message. Please provide her with Jay Hanson's # if she calls in.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/13/07 10:05AM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	12/13/07 10:05AM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	cci and writer provided jay's ext		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200734100777

Activity Status:	Done	Activity Updated:	12/17/07 09:28AM
Activity Type	Customer Interaction	Activity Updated By:	Alexander, Andrew
Activity Assigned To:	Alexander, Andrew	Email From:	
Activity Created:	12/17/07 09:28AM	Email To:	
Activity Created By:	Alexander, Andrew		
Activity Description:	cci for update from her case manager. updated contact info. emailed Carrie		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/17/07 10:35AM
Activity Type	Customer Interaction	Activity Updated By:	Milton, Judd
Activity Assigned To:	Milton, Judd	Email From:	
Activity Created:	12/17/07 10:35AM	Email To:	
Activity Created By:	Milton, Judd		
Activity Description:	cci, trsnf to Jay Hanson		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/17/07 10:39AM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	12/17/07 10:39AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci for Jay Hanson, trans directly to his extension.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200734401177

Customer

Name: Ms Lisa M [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: Newbury Park, CA [REDACTED]

Vehicle

Chassis # (US): P100567
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage: 8,000
Sale: 3/23/07 12:00AM
In Service Date: 3/23/07 12:00AM
Production Date: 1/24/07 12:00AM

Service Request

Service Request #: 200734401177
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 12/10/07 03:53PM
Created By: Coriell, Adam
Rep Assigned: Mazanec, Carrie
Date Assigned: 12/10/07 04:02PM
Assigned Dealer:
Identified Dealer: Steve Thomas BMW
Date Resolved:
Resolve Rep:
Date Closed: 12/19/07 01:13PM
Close Rep: Schafer, Darci
Issue Note: Customer's airbags and seatbelts did not work properly

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution. Writer emailed Steve.

Attachments

File Name	Comments



Customer Service Request Detail # 200734401177

Activity Status:	Done	Activity Updated:	12/10/07 03:59PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	12/10/07 03:54PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Customer's airbags and seatbelts did not work properly		
Note Created: 12/10/07 03:54PM		Note Created By: Coriell, Adam	
		Note Type: Customer Interaction	
Cust states- Son was turning left on a green arrow 10mph and was struck on the front passenger side by another driver that ran a red light at 30 mph. The customer hit his head on the steering wheel (mild cuncustion) as well as the passenger did the same to the dash. No airbags deployed and seat belts did not lock up to stop the customer or his passenger			
Activity Status:	Done	Activity Updated:	12/10/07 03:58PM
Activity Type	Corporate Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	12/10/07 03:58PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Writer emailed Carrie a heads up email that assigned the case to her		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/19/07 01:10PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/19/07 01:10PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Cust called for Steve. Writer transferred cust to Steve's voicemail.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/19/07 01:11PM
Activity Type	Corporate Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/19/07 01:11PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Steve. POC 805-630-4965.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200734500308

Customer

Name: Ms Anna D [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: Lincolnwood, IL [REDACTED]

Vehicle

Chassis # (US): PD07242
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage: 8,766
Sale: 4/2/07 12:00AM
In Service Date: 4/2/07 12:00AM
Production Date: 3/9/07 12:00AM

Service Request

Service Request #: 200734500308
Brand: BMW
Type: Potential Lemon Law
Current Status: Closed
Date Opened: 12/11/07 11:26AM
Created By: Vlaovich, Leonora
Rep Assigned: Martinez, Martha
Date Assigned: 12/11/07 11:29AM
Assigned Dealer:
Identified Dealer: Perillo BMW, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 1/31/08 08:12AM
Close Rep: Martinez, Martha
Issue Note: ATTORNEY DEMAND - IL Lemon Law: steering wheel & CD player noise; Nav & iDrive blanks out.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
RTE inspected vehicle. Vehicle is operating as designed no faults found. No settlement was offered to customer attny.

Attachments

File Name	Comments
[REDACTED]	



Customer Service Request Detail # 200734500308

Activity Status:	Done	Activity Updated:	12/11/07 04:11PM
Activity Type	General	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/11/07 11:28AM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	ATTORNEY DEMAND - IL Lemon Law: steering wheel & CD player noise; Nav & iDrive blanks out.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/11/07 04:10PM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/11/07 04:10PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Ack Letter sent to attny,.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/11/07 04:16PM
Activity Type	General	Activity Updated By:	Pascale, Audrey
Activity Assigned To:	Pascale, Audrey	Email From:	
Activity Created:	12/11/07 04:16PM	Email To:	
Activity Created By:	Pascale, Audrey		
Activity Description:	FED EX #7997 6652 6766 12/11/07		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/17/07 02:21PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/17/07 02:20PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	SEE NOTES>		
Note Created:	12/17/07 02:21PM	Note Created By:	Martinez, Martha
		Note Type:	Field Interaction



Customer Service Request Detail # 200734500308

From: Martinez Martha, (T)
Sent: Monday, December 17, 2007 2:20 PM
To: Heckenbach Kevin, V4-US-V-41
Cc: Sajdak Robert, V4-US-V-41
Subject: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]

Standard Acknowledgement letter sent to attorney.

Customer Name Anna [REDACTED]
Vin/Model year PD07242/ 2007 BMW 328xi
Mileage 8,766
Sr Number 200734500308
Center/ Center Number Perillo BMW / 46786

Issues: Attorney demands repurchase of the vehicle. Attorney alleges that the vehicle has been at the dealership on several occasions and is / has exhibited System concerns, seat concerns and Engine concerns. The vehicle was at the center for I-Drive in opt, I have contacted the center and were able to verify the customers concerns each time and replaced the CC computer and reset the fault module. Can we please schedule and FSE inspection? Please advise.

Attachments

Attorney letter
Service ROs
Lease Agreement.

Kind regards,

Martha Martinez
Customer Relations and Services

Activity Status:	Done	Activity Updated:	12/19/07 04:53PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/19/07 04:53PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	AMM Kevin Heckenbach Left vm requesting callback regarding critical.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	12/19/07 05:33PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/19/07 05:24PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Wrtr called AMM Kevin stts vehicle does not warrant a repurchase, and does not qualify for a breach of warrant, AMM suggests to schedule FSE inspecti		

Note Created: 12/19/07 05:33PM

Note Created By: Martinez, Martha

Note Type: Field Interaction



Customer Service Request Detail # 200734500308

inspection and will have FSE contact writer with avail. days.			
Activity Status:	Done	Activity Updated:	12/21/07 02:54PM
Activity Type	Corporate Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/21/07 02:53PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	waiting to hear from market team reagarding inspection.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/27/07 05:11PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/27/07 05:11PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	SEE NOTES		
Note Created:	12/27/07 05:11PM	Note Created By:	Martinez, Martha
		Note Type:	Field Interaction
<p>From: Sajdak Robert, V4-US-V-41</p> <p>Sent: Thursday, December 27, 2007 2:59 PM</p> <p>To: Martinez Martha, (T); Heckenbach Kevin, V4-US-V-41</p> <p>Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]</p> <p>Hi Martha,</p> <p>I can be at Perillo BMW on January 8th.</p> <p>Do we have any concerns to address at this time?</p> <p>Thanks,</p> <p>Bob</p>			
Activity Status:	Done	Activity Updated:	12/28/07 02:05PM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	12/28/07 02:01PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Wrtr left vm with Cust attny on the dates of insepection avail at this time. Wrtr requested callback with confirmation.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 11:28AM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/2/08 11:26AM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Cust attnv ci stts Jan 8th all set for inspection, stts customer would like a loaner vehicle avail on Jan 7th. pls call to confirm [REDACTED]		



Customer Service Request Detail # 200734500308

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 11:29AM		
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha		
Activity Assigned To:	Martinez, Martha	Email From:			
Activity Created:	1/2/08 11:28AM	Email To:			
Activity Created By:	Martinez, Martha				
Activity Description:	See notes.				
Note Created: 1/2/08 11:28AM		Note Created By: Martinez, Martha		Note Type: Field Interaction	
<p>From: Martinez Martha, (T) Sent: Wednesday, January 02, 2008 11:20 AM To: Sajdak Robert, V4-US-V-41; Heckenbach Kevin, V4-US-V-41 Subject: RE: RE:Critical- Cust, Anna [REDACTED] VIN# [REDACTED]</p> <p>Ok great all set for January 8th @ 9 am. Customer attny is requesting a loaner car be provided for client and is it possible for his client to drop off the vehicle on January 7th?</p> <p>Please advise</p> <p>The current issues with customer vehicle customer states that when turning the steering wheel makes a squeaking noise.</p>					
Activity Status:	Done	Activity Updated:	1/2/08 02:42PM		
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha		
Activity Assigned To:	Martinez, Martha	Email From:			
Activity Created:	1/2/08 02:42PM	Email To:			
Activity Created By:	Martinez, Martha				
Activity Description:	See notes.				
Note Created: 1/2/08 02:42PM		Note Created By: Martinez, Martha		Note Type: Field Interaction	
<p>From: Sajdak Robert, V4-US-V-41 Sent: Wednesday, January 02, 2008 12:27 PM To: Martinez Martha, (T) Cc: Heckenbach Kevin, V4-US-V-41 Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]</p> <p>Martha,</p> <p>No problem for the loaner car. I would ask that the customer road test the vehicle with the shop foreman to point out the squeaking noise in the steering. We need to verify her concern! The customer can definitely drop off the car on January 7th.</p> <p>Thanks,</p> <p>Bob</p>					



Customer Service Request Detail # 200734500308

Activity Status:	Done	Activity Updated:	1/3/08 10:12AM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/3/08 10:11AM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Wrtr spoke with Attny stts client will be at ctr on the 7th and verify concerns with shop foreman. FSE all set up.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/8/08 03:27PM
Activity Type	Customer Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/8/08 03:26PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Awaiting inspection		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/11/08 02:35PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/11/08 02:33PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Sent email to market team awaiting to hear back on inspection.		
Note Created: 1/11/08 02:35PM		Note Created By: Martinez, Martha	
		Note Type: Field Interaction	
<p>From: Martinez Martha, (T)</p> <p>Sent: Friday, January 11, 2008 2:23 PM</p> <p>To: Sajdak Robert, V4-US-V-41</p> <p>Cc: Heckenbach Kevin, V4-US-V-41</p> <p>Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]</p> <p>Good Afternoon Gentlemen,</p> <p>I was following up on Mrs. Zemlinsky. What were your findings during the inspection?</p>			
Activity Status:	Done	Activity Updated:	1/11/08 02:36PM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/11/08 02:35PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Writer left vm with cust attny.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200734500308

Activity Status:	Done	Activity Updated:	1/17/08 05:30PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/17/08 05:28PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	See notes.		
Note Created: 1/17/08 05:29PM		Note Created By: Martinez, Martha	Note Type: Field Interaction
Note Created: 1/17/08 05:29PM		Note Created By: Martinez, Martha	Note Type: Field Interaction
<p>From: Sajdak Robert, V4-US-V-41 Sent: Friday, January 11, 2008 4:50 PM To: Martinez Martha, (T) Cc: Heckenbach Kevin, V4-US-V-41 Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]</p> <p>Hi Martha,</p> <p>I was able to inspect vin # [REDACTED] on Tuesday, January 8th. Ms. [REDACTED] did not indicate that she had a problem with a steering noise and did not road test with the shop foreman. She had the following concerns: Hard start. This could not be verified on Tuesday or Wednesday. Check engine light is on. This could not be verified. There were no faults in memory to indicate a malfunction that would cause the light to come on. DTC light is on. This could not be verified. There were no faults in memory to indicate a malfunction. This light may have flashed while driving on slippery roads. This is a normal situation. Wiper blades need to be replacement. Replace wiper inserts. CD player is scratching her CDs. Could not verify this issue. I did not see the damaged CD. There were many CDs in the vehicle. I inspected various CDs and did not find a damaged one. I'm sorry to say that I was not able to verify one problem with this vehicle.</p> <p>Thanks,</p> <p>Bob Sajdak</p>			
Activity Status:	Done	Activity Updated:	1/17/08 05:30PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/17/08 05:30PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	See notes.		
Note Created: 1/17/08 05:30PM		Note Created By: Martinez, Martha	Note Type: Field Interaction



Customer Service Request Detail # 200734500308

From: Martinez Martha, (T)
Sent: Thursday, January 17, 2008 5:02 PM
To: Sajdak Robert, V4-US-V-41
Cc: Heckenbach Kevin, V4-US-V-41
Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]

Thank you so much for your response.

Although we were unable to verify customer concerns would you like to offer customer goodwill. Please let me know how to proceed with this/

Activity Status:	Done	Activity Updated:	1/24/08 05:17PM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/24/08 05:16PM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	SEE NOTES> awaiting response from market team.		

Note Created: 1/24/08 05:17PM

Note Created By: Martinez, Martha

Note Type: Field Interaction

From: Martinez Martha, (T)
Sent: Thursday, January 24, 2008 5:16 PM
To: Sajdak Robert, V4-US-V-41
Cc: Heckenbach Kevin, V4-US-V-41
Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]

Attorney is requesting information would you like to offer goodwill regarding issue. Please advise

Activity Status:	Done	Activity Updated:	1/31/08 08:11AM
Activity Type	Customer's Attorney	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/31/08 08:10AM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	Wrtr spoke with attny stts FSE inspected vehicle and vehicle is operating as designed. no settlement offer was giving.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	1/31/08 08:11AM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/31/08 08:10AM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	See notes.		

Note Created: 1/31/08 08:11AM

Note Created By: Martinez, Martha

Note Type: Field Interaction



Customer Service Request Detail # 200734500308

From: Martinez Martha, (T)
Sent: Tuesday, January 29, 2008 2:39 PM
To: Martinez Martha, (T); Heckenbach Kevin, V4-US-V-41
Cc: Sajdak Robert, V4-US-V-41
Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]
FYI

I have spoke with customer attorney and advised that vehicle is operating as designed. There was no settlement offer given to him or his client.

Any questions please advise.

Martha

Activity Status:	Done	Activity Updated:	1/31/08 08:11AM
Activity Type	Field Interaction	Activity Updated By:	Martinez, Martha
Activity Assigned To:	Martinez, Martha	Email From:	
Activity Created:	1/31/08 08:11AM	Email To:	
Activity Created By:	Martinez, Martha		
Activity Description:	See notes.		

Note Created: 1/31/08 08:11AM

Note Created By: Martinez, Martha

Note Type: Field Interaction

From: Heckenbach Kevin, V4-US-V-41
Sent: Tuesday, January 29, 2008 8:13 PM
To: Martinez Martha, (T)
Subject: RE: RE:Critical- Cust, Anna [REDACTED] - VIN# [REDACTED]

We'll see what happens. Thank you for your help.

Kevin.



Customer Service Request Detail # 200734500503

Customer

Name: Dr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED] 8
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: East Meadow, NY [REDACTED]

Vehicle

Chassis # (US): V [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 3/18/08 12:00AM
In Service Date: 9/27/07 12:00AM
Production Date: 8/28/07 12:00AM

Service Request

Service Request #: 200734500503
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 12/11/07 12:30PM
Created By: Hawley, Darlene
Rep Assigned: Hawley, Darlene
Date Assigned: 12/11/07 12:30PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 12/11/07 12:39PM
Close Rep: Hawley, Darlene
Issue Note: Problems with Car

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
doc complaint

Attachments

File Name	Comments



Customer Service Request Detail # 200734500503

Activity Status:	Done	Activity Updated:	1/20/08 01:21PM
Activity Type	Email - Inbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Hawley, Darlene	Email From:	[REDACTED]
Activity Created:	12/10/07 09:37PM	Email To:	<occomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Problems with Car		

Note Created:	Note Created By:	Note Type:
<p>formid: 1002</p> <p>Comments: I have owned the car about 9 weeks and it has been in the shop twice for a total of 12 days so far (still in shop for most recent failure). I have owned 3 BMW's and this most recent one has not been that reliable. Hoping your not slipping in quality.</p> <p>Hoping to get it back soon, paying for the lease on a 335i but driving a 328 loaner.</p> <p>P.S. Has anyone figured out that polarized sunglasses block out visibility of stereo.</p> <p>Dave phone: [REDACTED] AccountNo: 4000887851 VIN: WBAVB73517V [REDACTED]</p> <p>From: [REDACTED] Subject: Problems with Car</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Owners' Comments ModelYear: 2007 MfgNme: BMW ModelNme: 335i Sedan</p> <p>firstName [REDACTED] [REDACTED] [REDACTED]</p> <p>ContactTime: 9a-9p</p> <p>address1: [REDACTED] address2: [REDACTED] address3: city: Boca Raton state: FL zip: [REDACTED] HomePhone: [REDACTED] WorkPhone: email [REDACTED] Vins: WBAVB73517V [REDACTED]</p> <p>...</p>		



Customer Service Request Detail # 200734500503

		... UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:	
Activity Status:	Done	Activity Updated:	1/20/08 01:21PM
Activity Type	Email - Outbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/11/07 12:30PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Problems with Car [1-665139013]		
Note Created:		Note Created By:	Note Type:



Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2007 BMW 335i. I was sorry to read of your dissatisfaction with your BMW. Please accept my apologies for the frustration and inconvenience you have experienced.

Please be assured the quality of our vehicles receives our constant attention, nevertheless, despite our best efforts, a problem may occur with a particular vehicle or component. We appreciate your feedback on the 335i, and will use your comments to improve our future models.

For more than eight decades, BMW has produced exceptional vehicles people love to own and drive. This tradition continues today in our current models winning recognition and acclaim from respected industry sources. BMW's record over the last several years in the Consumer Reports reliability study demonstrates our commitment to striving to the highest levels of reliability.

Our engineering and quality departments follow a systematic and efficient problem solving/improvement process. This is to achieve the best possible customer satisfaction and to actively control the fault elimination process in order to guarantee high product quality. We increasingly extend efforts to maintain and improve the quality of our products as well as the reliability of our services.

I also apologize for your disappointment with the visibility of your stereo with your polarized sunglasses. Your comments are important in helping us evaluate the needs and expectations of BMW customers. BMW is attuned and responsive to the sentiments of our valued owners. Newer prototypes reflecting the wishes and needs of customers are continually evolving. We strive to make the best even better and welcome your remarks.

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

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 12/11/2007 12:00:00 AM
To: <occomments@bmwusa.com>
Subject: Problems with Car

formid: 1002

Comments: I have owned the car about 9 weeks and it has been in the shop twice for a total of 12 days so far (still in shop for most recent failure). I have owned 3 BMW's and this most recent one has not ...



... been that reliable. Hoping your not slipping in quality.

Hoping to get it back soon, paying for the lease on a 335i but driving a 328 loaner.

P.S. Has anyone figured out that polarized sunglasses block out visibility of stereo.

Dave
phone: [REDACTED]
Account no: 4000887851
VIN: WBAVB73517V [REDACTED]

Subject: Problems with Car

RouteCode1:
RouteCode2:
RouteCode3:

Section: Owners' Comments
ModelYear: 2007
MfgNme: BMW
ModelNme: 335i Sedan

firstName: [REDACTED]

Contact time: 9a-9p

address1: [REDACTED]
address2:
address3:
city: Boca Raton
state: FL
zip: [REDACTED]

HomePhone: [REDACTED]
WorkPhone:
email: [REDACTED]
Vins: WBAVB73517V [REDACTED]

Urgency:
Regarding:
NetworkScreenName:



Customer Service Request Detail # 200734802895

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Convertible
Mileage: 600
Sale: 11/13/07 12:00AM
In Service Date: 11/13/07 12:00AM
Production Date: 9/4/07 12:00AM

Service Request

Service Request #: 200734802895
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 12/14/07 03:42PM
Created By: Schafer, Darci
Rep Assigned: Schafer, Darci
Date Assigned: 12/14/07 03:42PM
Assigned Dealer: Autogermana BMW
Identified Dealer: Autogermana BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/7/08 03:57PM
Close Rep: Schafer, Darci
Issue Note: cci upset taking one month to get a new radio.Cust
states veh is not driveable with indicators

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer called cust.Cust states has veh back.

Attachments

File Name	Comments



Customer Service Request Detail # 200734802895

Activity Status:	Done	Activity Updated:	12/14/07 03:46PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/14/07 03:46PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci upset taking one month to get a new radio.Cust states veh is not driveable with indicators not functioning.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/14/07 03:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/14/07 03:46PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Rafael at Autogerm.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/17/07 05:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/17/07 05:38PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer sent Rafael an email.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/19/07 12:09PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/19/07 12:09PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called cust. Cust states received call 12/18 no part yet.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/21/07 05:15PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	12/19/07 12:28PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Micah		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200734802895

Activity Status:	Done	Activity Updated:	12/21/07 10:44AM
Activity Type	Marketing Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/21/07 10:44AM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Micah if had contact with dealer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/7/08 03:57PM
Activity Type	Field Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	12/21/07 05:14PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed MM and FSE to escalate issue.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/24/07 10:43AM
Activity Type	Market Liaison Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/24/07 10:43AM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer reviewed with Micah and no updated yet.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/27/07 11:05AM
Activity Type	Market Liaison Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	12/27/07 11:05AM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Jeff for an update.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/28/07 11:14AM
Activity Type	Market Liaison Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/28/07 11:14AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	notified Jarrod Coil to follow up with rep, market on issue		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200734802895

Activity Status:	Done	Activity Updated:	1/2/08 11:40AM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	1/2/08 11:40AM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer left message for cust on cell phone.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/3/08 05:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	1/3/08 05:24PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	WRiter called dealer.No answer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 06:05PM
Activity Type	Corporate Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	1/4/08 06:05PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Micah for update		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/7/08 03:54PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	1/7/08 03:54PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called cust. Cust states has veh now.Cust states dealer was slow in calling her to inform completed.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200735104640

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Coupe
Mileage:
Sale: 1/2/08 12:00AM
In Service Date: 1/2/08 12:00AM
Production Date: 12/7/07 12:00AM

Service Request

Service Request #: 200735104640
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 12/17/07 07:53PM
Created By: Hawley, Darlene
Rep Assigned: Hawley, Darlene
Date Assigned: 12/17/07 07:53PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 12/17/07 08:14PM
Close Rep: Hawley, Darlene
Issue Note: Vehicle Products

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
sent accessory information

Attachments

File Name	Comments



Customer Service Request Detail # 200735104640

Activity Status:	Done	Activity Updated:	12/17/07 08:13PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	[REDACTED]
Activity Created:	12/17/07 07:45PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: WBAWC33508F [REDACTED] ModelYear: 2008 MfgNme: BMW ModelNme: 328xi Cp</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED]</p> <p>Comments: I noticed that the following product is available for the 328xi Sedan, but not for my model, the 328xi Coupe.</p> <p>http://accessories.bmwusa.com/ItemView.aspx?modelId=216&perf=true&categoryId=136&productCategoryId=&menuId=0&subItemId=1</p> <p>Is it possible that this is available for the Coupe, and will be?</p> <p>Thank you very much. CustomerNo: 0 AccountId [REDACTED]</p> <p>formId: 1001 Vins: WBAWC33508F [REDACTED]</p>		

Activity Status:	Done	Activity Updated:	12/17/07 08:13PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/17/07 07:54PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Vehicle Products [1-668654609]		

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



Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding accessories for your 2008 BMW 328xi Coupe. We appreciate your enthusiasm for our vehicles.

I am sorry, but the link you forwarded did not display an accessory. BMW parts and accessories can also only be purchased through the parts department at your authorized BMW center. I would therefore suggest speaking directly with the parts manager at your authorized BMW center. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com/dealers.

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

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 12/17/2007 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: Vehicle Products

VIN: WBAWC33508F [REDACTED]
ModelYear: 2008
MfgNme: BMW
ModelNme: 328xi Cp

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

ema [REDACTED]
Comments: I noticed that the following product is available for the 328xi Sedan, but not for my model, the 328xi Coupe.

<http://accessories.bmwusa.com/ItemView.aspx?modelId=216&perf=true&categoryId=136&productCategoryId=&menuId=0&subItemId=1>

Is it possible that this is available for the Coupe, and will be? ...



Customer Service Request Detail # 200735104640

...

Thank you very much.
CustomerNo: 0
AccountId

FormId: 1001
Vins: WBAWC33508F



Customer Service Request Detail # 200735303457

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage:
Sale: 3/16/07 12:00AM
In Service Date: 3/16/07 12:00AM
Production Date: 2/5/07 12:00AM

Service Request

Service Request #: 200735303457
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 12/19/07 06:05PM
Created By: Sims, Bethany
Rep Assigned: Sims, Bethany
Date Assigned: 12/19/07 06:05PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 12/19/07 06:08PM
Close Rep: Sims, Bethany
Issue Note: Cust inquiry about airbag lights, when active/deactive

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Writer explained airbag indicator light to cust.

Attachments

File Name	Comments



Customer Service Request Detail # 200735303457

Activity Status:	Done	Activity Updated:	12/19/07 06:08PM
Activity Type	Customer Interaction	Activity Updated By:	Sims, Bethany
Activity Assigned To:	Sims, Bethany	Email From:	
Activity Created:	12/19/07 06:08PM	Email To:	
Activity Created By:	Sims, Bethany		
Activity Description:	Cust inquiry about airbag lights, when active/deactive		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200735403877

Customer

Name: [REDACTED] Mr. [REDACTED]
[REDACTED] Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Miami, FL [REDACTED]

Vehicle

Chassis # (US):	P132747
Chassis # (Non - US):	
Year:	2008
Model:	328i Coupe
Mileage:	
Sale:	12/2/07 12:00AM
In Service Date:	12/2/07 12:00AM
Production Date:	11/2/07 12:00AM

Service Request

Service Request #:	200735403877
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/20/07 06:56PM
Created By:	Alexander, Andrew
Rep Assigned:	Alexander, Andrew
Date Assigned:	12/20/07 06:56PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/20/07 06:57PM
Close Rep:	Alexander, Andrew
Issue Note:	cci becasue there is no sound coming out of system

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wrttr found that volume was all the way up, and the system was not on mute. advsd cust to contact dlr.

Attachments

File Name	Comments



Customer Service Request Detail # 200735403877

Activity Status:	Done	Activity Updated:	12/20/07 06:57PM
Activity Type	Customer Interaction	Activity Updated By:	Alexander, Andrew
Activity Assigned To:	Alexander, Andrew	Email From:	
Activity Created:	12/20/07 06:57PM	Email To:	
Activity Created By:	Alexander, Andrew		
Activity Description:	cci becasue there is no sound coming out of system		
Note Created:	Note Created By:	Note Type:	



Customer

Name: Mr. [REDACTED]
Preferred Communication Method: Cell Phone
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
[REDACTED] 44 High Ridge Rd
[REDACTED] West Hartford, CT [REDACTED]

Service Request

Service Request #: 200735500246
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 12/21/07 09:39AM
Created By: Harris, Ryan
Rep Assigned: Kossar, Stephen
Date Assigned: 12/21/07 09:42AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 12/26/07 09:38AM
Close Rep: Kossar, Stephen
Issue Note: CCI re: SR# 200731700604.

Vehicle

Chassis # (US): E062277
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 10/31/07 12:00AM
In Service Date: 10/31/07 12:00AM
Production Date: 10/10/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
SPI - closed
SPI - Closed

Attachments

File Name	Comments



Customer Service Request Detail # 200735500246

Activity Status:	Done	Activity Updated:	12/21/07 09:42AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	12/21/07 09:41AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI re: SR# 200731700604. Cust states he's looking for a call back from Stephen Kossar. Writer advised he'd pass along a message.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	12/21/07 09:44AM
Activity Type	Corporate Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	12/21/07 09:43AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	E-mailed Stephen.		
Note Created: 12/21/07 09:44AM		Note Created By: Harris, Ryan	Note Type: Corporate Interaction
<p>Stephen,</p> <p>This customer is requesting a call back regarding his SPI case. He left a call back number of [REDACTED].</p> <p>Thanks, Ryan Harris Customer Relations Representative BMW Group North America, LLC 5550 Britton Parkway Hilliard, Ohio 43026 Phone: 614.789.7440 ryan.harris@bmwfs.com</p> <p>This transmission may contain information that is privileged, confidential and/or exempt from disclosure under applicable law. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained herein (including any reliance thereon) is STRICTLY PROHIBITED. If you received this transmission in error, please immediately contact the sender and destroy the material in its entirety, whether in electronic or hard copy format. Thank you.</p>			



Customer Service Request Detail # 200736204512

Customer

Name: Ms. [REDACTED]
Preferred Communication Method: Cell Phone
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: Ste 107
City/State/Zip: Los Angeles, CA [REDACTED]

Service Request

Service Request #: 200736204512
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 12/28/07 07:02PM
Created By: Bogdanovitch, Jason
Rep Assigned: Nos, Sonny
Date Assigned: 12/28/07 07:04PM
Assigned Dealer: Beverly Hills BMW
Identified Dealer: Beverly Hills BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/10/08 11:31AM
Close Rep: Nos, Sonny
Issue Note: Customer wants out of the vehicle.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage: 11,000
Sale: 9/15/06 12:00AM
In Service Date: 9/15/06 12:00AM
Production Date: 8/2/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
cx will bring vehicle back to dealership on monday. cx will bring vehicle back to dealership on monday. new sa bobby will call cx to get her into a bmw loaner.

Attachments

File Name	Comments



Customer Service Request Detail # 200736204512

Activity Status:	Done	Activity Updated:	12/28/07 07:04PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	12/28/07 07:03PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer wants out of the vehicle.		
Note Created: 12/28/07 07:03PM		Note Created By: Bogdanovitch, Jason	
		Note Type: Customer Interaction	
Customer wants out of the vehicle. She wants Sonny Nos to call her back. She left him a vm.			
Activity Status:	Done	Activity Updated:	12/31/07 01:12PM
Activity Type	General	Activity Updated By:	Harris, Ryan
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	12/31/07 12:39PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 12/31/07 12:39PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 04637 on Mon Dec 31 12:39:32 EST 2007			
Activity Status:	Done	Activity Updated:	1/2/08 11:55AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	12/31/07 01:11PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states that no one has followed up with her. Cust states she's looking for a replacement vehicle. See notes.		
Note Created: 12/31/07 01:16PM		Note Created By: Harris, Ryan	
		Note Type: Customer Interaction	
Cust states there is an issue with radio. Cust states it will not come on. Writer advised cust to take vehicle to BMW of Beverly Hills because cust states that is where majority of service has been done. Writer advised he will follow up with Sonny via E-mail and call ahead to dealer on cust's behalf.			
Activity Status:	Done	Activity Updated:	1/2/08 10:36AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 10:36AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx left a voicemail for a call back [REDACTED]. Radio system is down.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200736204512

Activity Status:	Done	Activity Updated:	1/2/08 10:36AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 10:36AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx called and left 2nd voice mail for [REDACTED]		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 10:43AM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 10:39AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	i called bob smith bmw. The vehicle was not at their body shop.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 10:43AM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 10:43AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	i called bmw of beverly hills to see if car is there. Car is not at beverly hills.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 11:17AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 11:17AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	i called for [REDACTED].left a message.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 11:55AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 11:44AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	Cx called up. No sound at all. They have to replace the entire sound system.		
Note Created:	1/2/08 11:46AM	Note Created By:	Nos, Sonny
		Note Type:	Customer Interaction



Customer Service Request Detail # 200736204512

Cx called up. No sound at all. They have to replace the entire sound system. Jeff is the advisor at the beverly hills. cx wants a loaner car when she brings vehicle in.			
Activity Status:	Done	Activity Updated:	1/2/08 11:58AM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 11:55AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	I called for jeff. (sa) I left a message.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 03:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 03:31PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	jeff called up.. cx was suppose to be at dealership today, but did not show up. [REDACTED]		
Note Created:	1/2/08 03:32PM	Note Created By:	Nos, Sonny
		Note Type: Dealer Interaction	
jeff baker called up. cx was suppose to be at dealership today, but did not show up. [REDACTED] sean is the service director [REDACTED].			
Activity Status:	Done	Activity Updated:	1/2/08 03:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/2/08 03:35PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	i called for jeff. I adsv that cx will be in on Monday to have car looked at, and that issues occurred after the fix they did.. That's why bob smith		
Note Created:	1/2/08 03:40PM	Note Created By:	Nos, Sonny
		Note Type: Dealer Interaction	
i called for jeff. I adsv that cx will be in on Monday to have car looked at, and that issues occurred after the fix they did.. That's why bob smith wanted her to bring back vehicle to beverly hills.			
Activity Status:	Done	Activity Updated:	1/7/08 12:09PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/7/08 12:09PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx called to see if everything goes as smooth as possible.. 310-279-2258 is her phone #.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200736204512

Activity Status:	Done	Activity Updated:	1/10/08 09:05AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/10/08 09:05AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	[REDACTED] called for me for a call back.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/10/08 11:31AM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/10/08 11:17AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	i called for jeff, who is not helping her now. New writer is Bobby Winterstein..		
Note Created: 1/10/08 11:22AM		Note Created By: Nos, Sonny	Note Type: Dealer Interaction
i called for jeff, who is not helping her now. New writer is Bobby Winterstein.. sean and andy are the service manager. amplifier was put in yesterday.. Exclamation point is now back on. Bobby will call her back to get her into a bmw this morning..			



Customer Service Request Detail # 200800700868

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 5/24/07 12:00AM
In Service Date: 5/24/07 12:00AM
Production Date: 4/18/07 12:00AM

Service Request

Service Request #: 200800700868
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/7/08 10:12AM
Created By: Dickerson, Micah
Rep Assigned: Dickerson, Micah
Date Assigned: 1/7/08 10:12AM
Assigned Dealer:
Identified Dealer: Braman BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/10/08 03:44PM
Close Rep: Dickerson, Micah
Issue Note: Cust. stts she's been waiting one month for part to come in. Has loaner currently but wants own car

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer spoke with customer, advsd that Jorge would like to speak with customer about compensation for time down. customer happy.

Attachments

File Name	Comments



Customer Service Request Detail # 200800700868

Activity Status:	Done	Activity Updated:	1/7/08 10:15AM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	1/7/08 10:14AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Cust. stts she's been waiting one month for part to come in. Has loaner currently but wants own car		
Note Created: 1/7/08 10:14AM		Note Created By: Dickerson, Micah	
		Note Type: Customer Interaction	
Cust. stts she dropped off veh. on Dec. 6th and veh. still hasn't been repaired due to part not coming in. Writer advsd cust I would contact SM at dlr. to investigate issue.			
Activity Status:	Done	Activity Updated:	1/8/08 01:43PM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	1/8/08 01:43PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Customer called for update. Advised Micah is still researching.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/8/08 02:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	1/8/08 02:35PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer Im on vm for Jorge Ruoco.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/8/08 03:59PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	1/8/08 03:54PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cci for Micah. Sttd Micah was not available. Writer spoke to Micah concerning conv with cust.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/8/08 04:03PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	1/8/08 04:03PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer spoke with customer. Advsd that as soon as I have any info. I will contact customer.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200800700868

Activity Status: Done		Activity Updated: 1/8/08 06:25PM	
Activity Type: Dealer Interaction		Activity Updated By: Dickerson, Micah	
Activity Assigned To: Dickerson, Micah		Email From:	
Activity Created: 1/8/08 06:04PM		Email To:	
Activity Created By: Dickerson, Micah			
Activity Description: Writer spoke with Jorge...			
Note Created: 1/8/08 06:04PM		Note Created By: Dickerson, Micah	
		Note Type: Dealer Interaction	
Jorge confirmed that part arrived on Friday, part was installed and issue is still present in vehicle. Another part has been ordered and service is making sure that will repair issue. Jorge advsd that customer can call him to proceed with a reimbursement check. Writer advsd I would have customer call back tomorrow.			
Activity Status: Done		Activity Updated: 1/10/08 03:43PM	
Activity Type: Customer Interaction		Activity Updated By: Dickerson, Micah	
Activity Assigned To: Dickerson, Micah		Email From:	
Activity Created: 1/10/08 03:43PM		Email To:	
Activity Created By: Dickerson, Micah			
Activity Description: Writer spoke with customer, advsd that Jorge would like to speak with customer about compensation for time down. customer happy.			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200800704286

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: Apt 2
City/State/Zip: Rochester, NY [REDACTED]

Service Request

Service Request #: 200800704286
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 1/7/08 06:10PM
Created By: Cavin, Doug
Rep Assigned: Cavin, Doug
Date Assigned: 1/7/08 06:10PM
Assigned Dealer: Holtz House of Vehicles, Inc.
Identified Dealer: Holtz House of Vehicles, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 1/11/08 09:26AM
Close Rep: Cavin, Doug
Issue Note: STRNG COLUMN/airbag- NAV/CCC failure. Cust rqsts GW review

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage: 39,000
Sale: 12/31/05 12:00AM
In Service Date: 12/31/05 12:00AM
Production Date: 12/7/05 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPON	3231	STEERING UNIT COMPONENTS - STEERI
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6590	Navigation System
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
wrtr cld cust, advised dealer not willing to offer goodwill based on service history reviewed.
cust was not happy with no goodwill being offered.

Attachments

File Name	Comments



Customer Service Request Detail # 200800704286

Activity Status:	Done	Activity Updated:	1/7/08 06:12PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/7/08 06:11PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	STRNG COLUMN/airbag- NAV/CCC failure. Cust rqsts GW review		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/8/08 06:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/8/08 06:06PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr cld and lvm for Svc Mgr. (sara gersland.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/9/08 09:23AM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/9/08 09:23AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	lvm		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/9/08 09:25AM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/9/08 09:23AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr conf less than 10 days down. No goodwill at this time.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	1/9/08 09:25AM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/9/08 09:25AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr cld cust, advised dealer not willing to offer goodwill based on service history reviewed.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200800704286

Activity Status:	Done	Activity Updated:	1/11/08 09:25AM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/11/08 09:25AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cust was not happy with no goodwill being offered.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200800704541

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan (S. Africa)
Mileage:
Sale: 3/25/07 12:00AM
In Service Date: 3/25/07 12:00AM
Production Date: 11/16/06 12:00AM

Service Request

Service Request #: 200800704541
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/7/08 06:51PM
Created By: Roach, Casey
Rep Assigned: Roach, Casey
Date Assigned: 1/7/08 06:51PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/7/08 06:55PM
Close Rep: Roach, Casey
Issue Note: Question regarding indicator lights.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Verified warning and explained purpose / reason.

Attachments

File Name	Comments



Customer Service Request Detail # 200800704541

Activity Status:	Done	Activity Updated:	1/7/08 06:55PM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	1/7/08 06:53PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Question regarding indicator lights.		
Note Created: 1/7/08 06:53PM		Note Created By: Roach, Casey	Note Type: Customer Interaction
Customer trans from Kendra at Assist - customer has exclamation indicator in addition to the warning indicator. Writer advised that exclamation is to draw attention to the warning and will stay illuminated until the indicator is resolved.			



Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: Apt 103
City/State/Zip: North Hollywood, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 4/19/07 12:00AM
In Service Date: 4/19/07 12:00AM
Production Date: 3/16/07 12:00AM

Service Request

Service Request #: 200800705016
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/7/08 08:08PM
Created By: Ellis, Jeremy
Rep Assigned: Mazanec, Carrie
Date Assigned: 1/7/08 08:11PM
Assigned Dealer: Century West BMW
Identified Dealer: Century West BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/8/08 03:14PM
Close Rep: Mazanec, Carrie
Issue Note: SPI: Non-airbag deployment, request investigation.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200800705016

Activity Status:	Done	Activity Updated:	1/7/08 08:10PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/7/08 08:08PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	SPI: Non-airbag deployment, request investigation.		

Note Created: 1/7/08 08:08PM	Note Created By: Ellis, Jeremy	Note Type: Customer Interaction
------------------------------	--------------------------------	---------------------------------

<p>Cust stts that the hit a concrete wall and the airbags did not deploy in his vehicle. Cust stts that he feels that they should have. Cust stts that he was not harmed in the accident however based on the damage to the vehicle he feels there should have been more safety features activated in the car. Writer adv we will foward the request on and have rep research the issue. Cust stts that the vehicle is at Century West BMW. Cust stts that the INS is holding off on the repairs till the vehicle is inspected.</p>	
---	--



Customer Service Request Detail # 200800901532

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: West Babylon, NY [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible SULEV
Mileage: 4,000
Sale: 6/29/07 12:00AM
In Service Date: 6/29/07 12:00AM
Production Date: 5/29/07 12:00AM

Service Request

Service Request #: 200800901532
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 1/9/08 11:31AM
Created By: Stern, Rebecca
Rep Assigned: Stern, Rebecca
Date Assigned: 1/9/08 11:31AM
Assigned Dealer: Rallye BMW
Identified Dealer: Rallye BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/9/08 11:41AM
Close Rep: Stern, Rebecca
Issue Note: cci sttd he got an alarm system on car when purchased.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wrtr advised cust to contact Joe at Rallye and re-fax documentation. wrtr sttd will contact Joe at Rallye to notify of cust's alarm system situation.

Attachments

File Name	Comments



Customer Service Request Detail # 200800901532

Activity Status:	Done	Activity Updated:	1/9/08 11:41AM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	1/9/08 11:31AM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cci sttd he got an alarm system on car when purchased car and a sensor in the car. cust sttd dlrshp charged cust for an alarm system but there is no		
Note Created: 1/9/08 11:32AM		Note Created By: Stern, Rebecca	
		Note Type: Customer Interaction	
<p>alarm system in the car. cust's sales person is Joe at Rallye. cust sttd he spk to Joe at Rallye and cust was to fax ppwk sttd cust didnt have an alarm system in car. cust sttd he faxed ppwk to Joe, over 1 month ago. Fields BMW in Orlando FL sttd cust doesnt have an alarm system wrtr advised cust to contact Joe at Rallye and re-fax documentation. wrtr sttd will contact Joe at Rallye to notify of cust's alarm system situation. cust sttd dlr intalled a rotar detector, cost 2800.00, controls whether or not the rotors are rubbing, cust purchased from rallye BMW. cust sttd it is not working and fields doesnt know how to fix it. the item is: Calibre rotor and laser protection. cust sttd he has been out of the country.</p>			
Activity Status:	Done	Activity Updated:	1/9/08 11:41AM
Activity Type	Dealer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	1/9/08 11:39AM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	wrtr LVM with with Joe P, SA sttd cust's alarm system issue is still not solved.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200801400986

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage:
Sale: 3/16/08 12:00AM
In Service Date: 2/11/06 12:00AM
Production Date: 12/9/05 12:00AM

Service Request

Service Request #: 200801400986
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 1/14/08 10:03AM
Created By: Mazanec, Carrie
Rep Assigned: Mazanec, Carrie
Date Assigned: 1/14/08 10:03AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 10:03AM
Close Rep: Mazanec, Carrie
Issue Note: Airbag deployment

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200801400986

Activity Status:	Done	Activity Updated:	1/14/08 10:03AM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	1/14/08 10:03AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag deployment		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200802201577

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage: 3,500
Sale: 11/3/07 12:00AM
In Service Date: 1/2/07 12:00AM
Production Date: 3/20/06 12:00AM

Service Request

Service Request #: 200802201577
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/22/08 12:09PM
Created By: Ellis, Jeremy
Rep Assigned: Ellis, Jeremy
Date Assigned: 1/22/08 12:09PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/22/08 12:24PM
Close Rep: Ellis, Jeremy
Issue Note: Requests replacment due to dead battery / Ipod repairs.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Adv cust repairs to ipod adapter / battery issue would not warrant replacment assistance.

Attachments

File Name	Comments



Customer Service Request Detail # 200802201577

Activity Status:	Done	Activity Updated:	1/22/08 12:21PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/22/08 12:16PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Requests replacment due to dead battery / Ipod repairs.		

Note Created: 1/22/08 12:16PM	Note Created By: Ellis, Jeremy	Note Type: Customer Interaction
-------------------------------	--------------------------------	---------------------------------

<p>Cust stts that the battery on the vehicle has failed several times. Cust stts that he is no longer happy with the vehicle due to battery issues and repairs to radio. Writer adv cust that with extreme low miles on a two year old vehicle, the battery will go bad. Writer adv that unless the vehicle is driven consistently the battery will not recieve enough of a charge. Writer adv that the repair history on the ipod adapter is not sufficent enough to warrant a buy back. Cust stts that he contacted the dlr for a possible trade assist, cust stts that the dlr is unwilling to offer any additional money toward the trade. Writer adv that we can not force the dlr to provide any additional money to the trade based on repair history and battery issue.</p>	
---	--



Customer Service Request Detail # 200802203199

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: Old Tappan, NJ [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage: 10,000
Sale: 7/30/07 12:00AM
In Service Date: 7/30/07 12:00AM
Production Date: 6/20/07 12:00AM

Service Request

Service Request #: 200802203199
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 1/22/08 03:42PM
Created By: Monro, Jason
Rep Assigned: Monro, Jason
Date Assigned: 1/22/08 03:42PM
Assigned Dealer:
Identified Dealer: Prestige BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/22/08 03:47PM
Close Rep: Monro, Jason
Issue Note: Retailer dissatisfaction - tires/radio - see notes

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV02	RETAILER DISSATISFACTION - SERVICE	RETAILER DISSATISFACTI	AU01	RETAILER DISSATISFACTION GENERAL
SV06	TECHNICAL ASSISTANCE / INFORMATION	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution
Writer apologized, adv that I would document.

Attachments

File Name	Comments



Customer Service Request Detail # 200802203199

Activity Status:	Done	Activity Updated:	1/22/08 03:47PM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	1/22/08 03:43PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	Retailer dissatisfaction - tires/radio - see notes		

Note Created: 1/22/08 03:45PM	Note Created By: Monro, Jason	Note Type: Customer Interaction
-------------------------------	-------------------------------	---------------------------------

<p>Cust was a previous employee of this dealer. Cust stts that he has winter tires on his vehicle right now, but when he went into the dlr with the tires he claims that the dealer lost his factory tires. Cust stts that the SM has not been helpful and will not assist. Cust also complains of a repeat issue with the radio and indicated that the dealer couldn't verify the concerns. Cust stts that he will take the vehicle to another dealer for a seperate diagnosis. Writer apologized, adv that I would document.</p>	
--	--



Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan SULEV
Mileage:
Sale: 12/5/06 12:00AM
In Service Date: 12/5/06 12:00AM
Production Date: 9/12/06 12:00AM

Service Request

Service Request #: 200802203677
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/22/08 04:45PM
Created By: Stern, Rebecca
Rep Assigned: Stern, Rebecca
Date Assigned: 1/22/08 04:45PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/22/08 04:47PM
Close Rep: Stern, Rebecca
Issue Note: cci std her airbag light is on

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
wrtr advised to take car to drlshp

Attachments

File Name	Comments



Customer Service Request Detail # 200802203677

Activity Status:	Done	Activity Updated:	1/22/08 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	1/22/08 04:46PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cci sttd her airbag light is on		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200802403437

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: Eagle Pass, TX [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage: 11,000
Sale: 1/2/07 12:00AM
In Service Date: 1/2/07 12:00AM
Production Date: 11/29/06 12:00AM

Service Request

Service Request #: 200802403437
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 1/24/08 05:53PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 1/24/08 05:53PM
Assigned Dealer: BMW of San Antonio
Identified Dealer: BMW of San Antonio
Date Resolved:
Resolve Rep:
Date Closed: 1/24/08 06:08PM
Close Rep: Coil, Jarrod
Issue Note: cci upset with various issues with veh -currently sound system issues

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
left VM for SM Danny Jovanovic, adv of cust's veh issues and upcoming serv appt
writer adv he would alert SM of issue and document complaint.

Attachments

File Name	Comments



Customer Service Request Detail # 200802403437

Activity Status:	Done	Activity Updated:	1/24/08 05:58PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/24/08 05:54PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci upset with various issues with veh -currently sound system issues		
Note Created: 1/24/08 05:56PM		Note Created By: Coil, Jarrod	
		Note Type: Customer Interaction	
cust stts he has had many issues with the veh. cust stts they had to fix brake light issues, seat belt sensor issues and also an engine mount. cust stts the sound system has now failed. writer apologized for issue. cust stts he is taking veh back into serv for problem. writer adv he would alert SM of issue and document complaint.			
Activity Status:	Done	Activity Updated:	1/24/08 06:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/24/08 06:02PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for SM Danny Jovanovic, adv of cust's veh issues and upcoming serv appt		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200802801451

Customer

Name: Mr & Mrs [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: The Woodlands, TX [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 12/8/07 12:00AM
In Service Date: 12/8/07 12:00AM
Production Date: 11/9/07 12:00AM

Service Request

Service Request #: 200802801451
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/28/08 04:23PM
Created By: Edgin, Jennifer
Rep Assigned: Edgin, Jennifer
Date Assigned: 1/28/08 04:23PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/29/08 05:16PM
Close Rep: Edgin, Jennifer
Issue Note: Alarm Inquiry

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer apologized and explained BMW features.
Writer apologized and explained BMW features.

Attachments

File Name	Comments



Customer Service Request Detail # 200802801451

Activity Status:	Done	Activity Updated:	1/28/08 04:27PM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	[REDACTED]
Activity Created:	1/28/08 04:11PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
<p>From: s [REDACTED] Subject: Other</p> <p>VIN: WBAWL735X8F [REDACTED] ModelYear: 2008 MfgNme: BMW ModelNme: 335i Cv</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED]</p> <p>Comments: I sent an email last week regarding a concern with lack of a security system in my new vehicle. I still have not received a response. Can you tell me why both the salesman (when I picked up the car) and the service person last week originally told me that the red light on the mirror will flash when the vehicle is locked and now I find that the car doesn't even have a security system? I ordered the car fully loaded and not once did anyone mention that there is not a security system. My previous car was a 328i and it came with a security system so I didn't even think that one would have to be added on in my new car. When my husband called BMW Assist he was told to take it in to the service dept and they would activate the security system. I really am not pleased to be given so much incorrect information. As well, now I have the inconvenience and cost of bringing in my car for 2 hours of service to add on the security system. Why would such an expensive car not come with the system installed? Any why have they added the ugly red light on the mirror instead of the subtle light on the dash as in my previous car?</p> <p>CustomerNo: 0 AccountId: firstName: [REDACTED] [REDACTED] [REDACTED] formId: 1001 Vins: WBAWL735X8F [REDACTED]</p>		

Activity Status:	Done	Activity Updated:	1/28/08 04:27PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Edgin, Jennifer	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/28/08 04:23PM	Email To:	[REDACTED]
Activity Created By:	Edgin, Jennifer		
Activity Description:	Alarm Inquiry [1-691570120]		

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



Dear Ms. [REDACTED]:

Thank you for contacting BMW of North America, LLC regarding the safety of your 2008 BMW 335i Convertible. We appreciate your inquiry.

I apologize for the lack of response, but I do not show that we received any e-mail previously. Additionally, please accept my apology for the misinformation you received from your BMW Center. I am not sure why they would have led you to believe there was an alarm system installed.

While our vehicles do not come with alarm systems installed they do have theft deterrent features. BMW has one of the finest security and anti-theft systems in the industry. Most break-ins occur when thieves are either looking for a spare key or valuables left in a vehicle. BMWs are theft resistant without the availability of a spare key. As far as we know, the only way a vehicle can be readily moved without starting it is by tow truck or flat bed trailer.

A determined thief can break into any vehicle and, with this in mind, the designers of vehicle security systems have to develop a car secure enough to discourage the casual thief, while keeping the cost of repair damage within reasonable limits. A broken window or a pulled out lock cylinder can be repaired without too much expense, the more reinforcement is put into the car the higher the repair cost in the case of a break-in.

To be as theft deterrent as possible, never leave the spare or wallet key in the car, and do not have a remote starter installed, as that necessitates disabling the electronic drive away protection built into every BMW. This would compromise the security codes and enable someone who gets into the car to start it and drive it.

Also, never leave valuables visible from the outside. If you must leave something in the vehicle, leave it hidden in the luggage compartment where it will at least be out of sight.

I certainly apologize for your experience and that you were not advised your vehicle does not have an alarm system installed. I hope this information helps comfort you a little and that you enjoy safe travels and many miles in your 3 Series.

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

Sincerely,

Jen Edgin
Customer Relations and Services
Representative

-----Original ...



<div>... Message----- From: [REDACTED] Sent: 1/28/2008 12:00:00 AM To: <CustomerRelations@bmwusa.com> Subject: Other From: [REDACTED] Subject: Other VIN: WBAWL735X8F [REDACTED] ModelYear: 2008 MfgNme: BMW ModelNme: 335i Cv ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED] Comments: I sent an email last week regarding a concern with lack of a security system in my new vehicle. I still have not received a response. Can you tell me why both the salesman (when I picked up the car) and the service person last week originally told me that the red light on the mirror will flash when the vehicle is locked and now I find that the car doesn't even have a security system? I ordered the car fully loaded and not once did anyone mention that there is not a security system. My previous car was a 328i and it came with a security system so I didn't even think that one would have to be added on in my new car. When my husband called BMW Assist he was told to take it in to the service dept and they would activate the security system. I really am not pleased to be given so much incorrect information. As well, now I have the inconvenience and cost of bringing in my car for 2 hours of service to add on the security system. Why would such an expensive car not come with the system installed? Any why have they added the ugly red light on the mirror instead of the subtle light on the dash as in my previous car? CustomerNo: 0 AccountId: firstName: [REDACTED] lastName: [REDACTED] formId: 1001 Vins: WBAWL735X8F [REDACTED]</div>			
Activity Status:	Done	Activity Updated:	1/29/08 05:16PM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	[REDACTED]
Activity Created:	1/28/08 05:39PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Alarm Inquiry [1-691570120]		
Note Created:	Note Created By:	Note Type:	



Dear Ms. [REDACTED]

Thank you for your quick response although I still do not have a clear answer for my query. An alarm system works as a deterrent for someone wanting to break into the car. If they see the security light flashing, they will most likely not try to break into the car. The panic alarm also works as a deterrent for a car hijacking if someone comes up to you while you are getting into your car. There are numerous muggings in the mall areas here and the police have suggested that you carry your keys in your hand ready to press the panic button if there is a problem. This would encourage the thief to run off.

However, since the red light is very visible on the rearview mirror and it is not flashing, this works as an open invitation for a thief to break into the car should there be any bags or such on the front or rear seats. Why does BMW prewire the car for the security and not let customers know that there is not an alarm in the car? Why not just install the alarm as an extra form of security. I was also told at the service center that it is only the 3 series that does not come with the alarm installed. All of the others do have an alarm. Do you see why I am frustrated with all this misinformation, since you are saying that your vehicles do not come with alarms installed.

At the time that I bought my car, my husband purchased a Lexus. Up until now, I can say that Lexus has far surpassed BMW with their sales and service. I found it hard to believe when the service person at BMW told me to contact another dept to get the price and availability for the alarm system. This isn't very satisfactory service since I had already been transferred to him by my salesman.

Can you tell my how I can contact the sales and service managers at BMW North to let them know my concerns? At this point I can safely say that I cannot recommend BMW North to anyone else, nor purchasing a BMW to a potential buyer. This may seem like a minor problem to you but with all the increase in violence these days, the manufacturer should be taking an interest in the safety and security of their customers.

[REDACTED]

From: <CustomerRelations@bmwusa.com>
Sent: Monday, January 28, 2008 3:27 PM
To: [REDACTED]
Subject: Alarm inquiry [1-691570120]

> Dear Ms. [REDACTED]:

>

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

> your 2008 BMW 335i Convertible. We appreciate ...



... your inquiry.

> I apologize for the lack of response, but I do not show that we received
> any e-mail previously. Additionally, please accept my apology for the
> misinformation you received from your BMW Center. I am not sure why
> they
> would have led you to believe there was an alarm system installed.

> While our vehicles do not come with alarm systems installed they do
> have
> theft deterrent features. BMW has one of the finest security and
> anti-theft systems in the industry. Most break-ins occur when thieves are
> either looking for a spare key or valuables left in a vehicle. BMWs are
> theft resistant without the availability of a spare key. As far as we
> know, the only way a vehicle can be readily moved without starting it is
> by tow truck or flat bed trailer.

> A determined thief can break into any vehicle and, with this in mind, the
> designers of vehicle security systems have to develop a car secure
> enough
> to discourage the casual thief, while keeping the cost of repair damage
> within reasonable limits. A broken window or a pulled out lock cylinder
> can be repaired without too much expense, the more reinforcement is
> put
> into the car the higher the repair cost in the case of a break-in.

> To be as theft deterrent as possible, never leave the spare or wallet key
> in the car, and do not have a remote starter installed, as that
> necessitates disabling the electronic drive away protection built into
> every BMW. This would compromise the security codes and enable
> someone
> who gets into the car to start it and drive it.

> Also, never leave valuables visible from the outside. If you must leave
> something in the vehicle, leave it hidden in the luggage compartment
> where
> it will at least be out of sight.

> I certainly apologize for your experience and that you were not advised
> your vehicle does not have an alarm system installed. I hope this
> information helps comfort you a little and that you enjoy safe travels and
> many miles in your 3 Series.

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

> Sincerely,
>
> Jen Edgin
> Customer Relations and Services
> ...



... Representative
>
>
>
>
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 1/28/2008 12:00:00 AM
> To: <CustomerRelations@bmwusa.com>
> Subject: Other
>
> From: [REDACTED]
> Subject: Other
>
> VIN: WBAWL735X8F [REDACTED]
> ModelYear: 2008
> MfgNme: BMW
> ModelNme: 335i Cv
>
> ContactBy: Email
> ContactPhone: [REDACTED]
> ContactTime: [REDACTED]
> [REDACTED]
> Comments: I sent an email last week regarding a concern with lack of a
> security system in my new vehicle. I still have not received a response.
> Can you tell me why both the salesman (when I picked up the car) and
> the
> service person last week originally told me that the red light on the
> mirror will flash when the vehicle is locked and now I find that the car
> doesn't even have a security system? I ordered the car fully loaded and
> not once did anyone mention that there is not a security system. My
> previous car was a 328i and it came with a security system so I didn't
> even think that one would have to be added on in my new car. When my
> husband called BMW Assist he was told to take it in to the service dept
> and they would activate the security system. I really am not pleased to
> be given so much incorrect information. As well, now I have the
> inconvenience and cost of bringing in my car for 2 hours of service to
> add
> on the security system. Why would such an expensive car not come
> with the
> system installed? Any why have they added the ugly red light on the
> mirror instead of the subtle light on the dash as in my previous car?
> CustomerNo: 0
> AccountId:
> firstName: [REDACTED]
> [REDACTED]
> [REDACTED]
> formId: 1001
> Vins: WBAWL735X8F [REDACTED]
>



Customer Service Request Detail # 200802801451

Activity Status:	Done	Activity Updated:	1/29/08 05:16PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Edgin, Jennifer	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/29/08 05:06PM	Email To:	sirjemac@hotmail.com
Activity Created By:	Edgin, Jennifer		
Activity Description:	RE: Alarm Inquiry [1-691570120]		

Note Created:	Note Created By:	Note Type:
		<p>Dear Ms. [REDACTED]</p> <p>Again, I apologize for the incorrect information you were given. The brochures do clearly state that only pre-wiring for the alarm system is standard. I am sorry if the dealer did not also provide this information. Alarm pre-wiring is standard in the 3 Series, X3, 1 Series, and Z4's.</p> <p>If you wish to speak with the Sales and Service Managers at BMW of Houston North, you can do so by calling 281-775-4400 and asking to speak with either the Sales Manager or the Service Manager. Additionally I will certainly make sure your complaint is fully documented. Once again please accept my apology for your dissatisfying experience.</p> <p>If you have any further comments or questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time; my direct extension is 6160. Again, thank you for contacting BMW.</p> <p>Sincerely,</p> <p>Jen Edgin Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 1/29/2008 12:00:00 AM To: <CustomerRelations@bmwusa.com> Subject: Alarm Inquiry [1-691570120]</p> <p>Dear Ms. [REDACTED]</p> <p>Thank you for your quick response although I still do not have a clear answer for my query. An alarm system works as a deterrent for someone wanting to break into the car. If they see the security light flashing, they will most likely not try to break into the car. The panic alarm also works as a deterrent for a car hijacking if someone comes up to you while you are getting into your car. There are numerous muggings in the mall areas here and the police have suggested that you carry your keys in your hand ready to press the panic button if there is a problem. This would encourage the thief to ...</p>



... run off.

However, since the red light is very visible on the rearview mirror and it is not flashing, this works as an open invitation for a thief to break into the car should there be any bags or such on the front or rear seats. Why does BMW prewire the car for the security and not let customers know that there is not an alarm in the car? Why not just install the alarm as an extra form of security. I was also told at the service center that it is only the 3 series that does not come with the alarm installed. All of the others do have an alarm. Do you see why I am frustrated with all this misinformation, since you are saying that your vehicles do not come with alarms installed.

At the time that I bought my car, my husband purchased a Lexus. Up until now, I can say that Lexus has far surpassed BMW with their sales and service. I found it hard to believe when the service person at BMW told me to contact another dept to get the price and availability for the alarm system. This isn't very satisfactory service since I had already been transferred to him by my salesman.

Can you tell me how I can contact the sales and service managers at BMW North to let them know my concerns? At this point I can safely say that I cannot recommend BMW North to anyone else, nor purchasing a BMW to a potential buyer. This may seem like a minor problem to you but with all the increase in violence these days, the manufacturer should be taking an interest in the safety and security of their customers.

[REDACTED]

From: <CustomerRelations@bmwusa.com>
Sent: Monday, January 28, 2008 3:27 PM
To: [REDACTED]
Subject: Alarm inquiry [1-691570120]

> Dear Ms. [REDACTED]
>
> Thank you for contacting BMW of North America, LLC regarding the safety of
> your 2008 BMW 335i Convertible. We appreciate your inquiry.
>
> I apologize for the lack of response, but I do not show that we received
> any e-mail previously. Additionally, please accept my apology for the
> misinformation you received from your BMW Center. I am not sure why they
> would have led you to believe there was an alarm system installed.
>
> While our vehicles do not come with alarm systems installed they do have
> theft deterrent features. BMW has one of the finest security and
> anti-theft systems in the industry. Most break-ins occur when thieves are
> either looking for a spare key or valuables left in a vehicle. BMWs ...



... are
> theft resistant without the availability of a spare key. As far as we
> know, the only way a vehicle can be readily moved without starting it is
> by tow truck or flat bed trailer.
>
> A determined thief can break into any vehicle and, with this in mind, the
> designers of vehicle security systems have to develop a car secure
enough
> to discourage the casual thief, while keeping the cost of repair damage
> within reasonable limits. A broken window or a pulled out lock cylinder
> can be repaired without too much expense, the more reinforcement is
put
> into the car the higher the repair cost in the case of a break-in.
>
> To be as theft deterrent as possible, never leave the spare or wallet key
> in the car, and do not have a remote starter installed, as that
> necessitates disabling the electronic drive away protection built into
> every BMW. This would compromise the security codes and enable
someone
> who gets into the car to start it and drive it.
>
> Also, never leave valuables visible from the outside. If you must leave
> something in the vehicle, leave it hidden in the luggage compartment
where
> it will at least be out of sight.
>
> I certainly apologize for your experience and that you were not advised
> your vehicle does not have an alarm system installed. I hope this
> information helps comfort you a little and that you enjoy safe travels and
> many miles in your 3 Series.
>
> If you have any further questions, please reply to this e-mail or contact
> the Customer Relations and Services Department at 1-800-831-1117,
Monday
> through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.
Again,
> thank you for contacting BMW.
>
> Sincerely,
>
> Jen Edgin
> Customer Relations and Services
> Representative
>
>
>
>
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 1/28/2008 12:00:00 AM
> To: <CustomerRelations@bmwusa.com>
> Subject: Other
>
> ...



... From: [REDACTED]
> Subject: Other
>
> VIN: WBAWL735X8F [REDACTED]
> ModelYear: 2008
> MfgNme: BMW
> ModelNme: 335i Cv
>
> ContactBy: Email
> ContactPhone: [REDACTED]
> ContactTime:
> email: [REDACTED]
> Comments: I sent an email last week regarding a concern with lack of a
> security system in my new vehicle. I still have not received a response.
> Can you tell me why both the salesman (when I picked up the car) and
> the
> service person last week originally told me that the red light on the
> mirror will flash when the vehicle is locked and now I find that the car
> doesn't even have a security system? I ordered the car fully loaded and
> not once did anyone mention that there is not a security system. My
> previous car was a 328i and it came with a security system so I didn't
> even think that one would have to be added on in my new car. When my
> husband called BMW Assist he was told to take it in to the service dept
> and they would activate the security system. I really am not pleased to
> be given so much incorrect information. As well, now I have the
> inconvenience and cost of bringing in my car for 2 hours of service to
> add
> on the security system. Why would such an expensive car not come
> with the
> system installed? Any why have they added the ugly red light on the
> mirror instead of the subtle light on the dash as in my previous car?
> CustomerNo: 0
> AccountId:
> firstName: [REDACTED]
> lastName: [REDACTED]
> formid: 1001
> Vins: WBAWL735X8F [REDACTED]
>



Customer Service Request Detail # 200803004051

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Coupe
Mileage:
Sale: 11/19/07 12:00AM
In Service Date: 11/19/07 12:00AM
Production Date: 11/2/07 12:00AM

Service Request

Service Request #: 200803004051
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 1/30/08 06:41PM
Created By: Fitzgibbons, Jeff
Rep Assigned: Fitzgibbons, Jeff
Date Assigned: 1/30/08 06:41PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/30/08 06:43PM
Close Rep: Fitzgibbons, Jeff
Issue Note: seeking to temporarily deactivate pass side SRS

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Advsd that deactivation could only be done thru center with signed release of liability. Recod that pass be moved to back seat to ensure they would not be injured in the event of bag deployment

Attachments

File Name	Comments



Customer Service Request Detail # 200803004051

Activity Status:	Done	Activity Updated:	1/30/08 06:42PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	1/30/08 06:42PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	seeking to temporarily deactivate pass side SRS		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200803200894

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage: 46,375
Sale: 3/22/06 12:00AM
In Service Date: 3/22/06 12:00AM
Production Date: 2/8/06 12:00AM

Service Request

Service Request #: 200803200894
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/1/08 10:17AM
Created By: Mazanec, Carrie
Rep Assigned: Mazanec, Carrie
Date Assigned: 2/1/08 10:17AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/4/08 03:15PM
Close Rep: Schafer, Darci
Issue Note: Airbag deployment

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution. Cust called for update

Attachments

File Name	Comments



Customer Service Request Detail # 200803200894

Activity Status:	Done	Activity Updated:	2/2/08 10:01AM
Activity Type	Field Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	2/1/08 10:17AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag deployment		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/4/08 03:12PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	2/4/08 03:12PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called for update.POC 805-479-1990		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/4/08 03:14PM
Activity Type	Corporate Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	2/4/08 03:14PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer emailed Carrie of cust call.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200803500775

Customer

Name: Mr [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: Potomac, MD 2 [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan
Mileage:
Sale: 7/28/07 12:00AM
In Service Date: 7/28/07 12:00AM
Production Date: 6/20/07 12:00AM

Service Request

Service Request #: 200803500775
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/4/08 10:11AM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 2/4/08 10:11AM
Assigned Dealer: BMW of Arlington
Identified Dealer: BMW of Arlington
Date Resolved:
Resolve Rep:
Date Closed: 2/5/08 04:30PM
Close Rep: Collins, Dan
Issue Note: radio has intermittent background static noise/ dealer has not resolved

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advised customer to work with dealers for diagnosis
vehicle being brought to BMW of Arlington. cust will cb with any further issues

Attachments

File Name	Comments



Customer Service Request Detail # 200803500775

Activity Status:	Done	Activity Updated:	2/4/08 10:16AM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	2/4/08 10:12AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	radio has intermittent background static noise/ dealer has not resolved		
Note Created: 2/4/08 10:13AM		Note Created By: Greer, Ryan	
		Note Type: Customer Interaction	
vehicle has been at dealer 3 times for a reprogramming of a radio intermittent static noise.			
Activity Status:	Done	Activity Updated:	2/5/08 04:29PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	2/5/08 04:29PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust wanted to let us know he has appt with BMW of Arlington, hopes they can resolve issue. wrtr advsd cust to cb with any further questions		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200803504388

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 1/27/07 12:00AM
In Service Date: 1/27/07 12:00AM
Production Date: 12/12/06 12:00AM

Service Request

Service Request #: 200803504388
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/4/08 07:03PM
Created By: Collins, Dan
Rep Assigned: Collins, Dan
Date Assigned: 2/4/08 07:03PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/4/08 07:05PM
Close Rep: Collins, Dan
Issue Note: cust inquiring if vehicle has alarm

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wrtr advsd that alarm is not standard from factory and would have had to be installed at dealer

Attachments

File Name	Comments



Customer Service Request Detail # 200803504388

Activity Status:	Done	Activity Updated:	2/4/08 07:05PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	2/4/08 07:05PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring if vehicle has alarm		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200803604782

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Sedan
Mileage:
Sale: 1/24/08 12:00AM
In Service Date: 1/24/08 12:00AM
Production Date: 11/8/07 12:00AM

Service Request

Service Request #: 200803604782
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/5/08 08:30PM
Created By: Bogdanovitch, Jason
Rep Assigned: Bogdanovitch, Jason
Date Assigned: 2/5/08 08:30PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/5/08 08:32PM
Close Rep: Bogdanovitch, Jason
Issue Note: Wanted voice prompt to change gender

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Customer would like to be able to change gender on voice activation.

Attachments

File Name	Comments



Customer Service Request Detail # 200803604782

Activity Status:	Done	Activity Updated:	2/5/08 08:31PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	2/5/08 08:31PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Wanted voice prompt to change gender		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200803700541

Customer

Name:	
Method:	
	WETUMPKA, AL

Service Request

Service Request #:	200803700541
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/6/08 10:44AM
Created By:	DiSalvo, Hank
Rep Assigned:	DiSalvo, Hank
Date Assigned:	2/6/08 10:44AM
Assigned Dealer:	BMW of Montgomery
Identified Dealer:	BMW of Montgomery
Date Resolved:	2/7/08 11:38AM
Resolve Rep:	NET, DCS
Date Closed:	2/11/08 03:08PM
Close Rep:	DiSalvo, Hank
Issue Note:	cont problems with airbag and seat belt sensor

Vehicle

Chassis # (US):	N
Chassis # (Non - US):	
Year:	2006
Model:	325i (SA)
Mileage:	14,000
Sale:	10/12/07 12:00AM
In Service Date:	5/17/06 12:00AM
Production Date:	2/20/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
I spoke with David Chaulk and Joel Hodges we have installed a wiring harness repair kit for the left side airbag and retested several times. Airbag system is working normal at this time.
i advsd cust of info and that case has been documtned

Attachments

File Name	Comments



Customer Service Request Detail # 200803700541

Activity Status:	Done	Activity Updated:	2/6/08 10:53AM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	2/6/08 10:45AM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cont problems with airbag and seat belt sensor		
Note Created: 2/6/08 10:45AM		Note Created By: DiSalvo, Hank	
		Note Type: Customer Interaction	
<p>cust sd that veh is currently at dealership (cust sd its the 4th time) for cont airbag and seatbelt sensor issues...cust sd that the airbag moduel on driverside was replaced as well as the wiring harness that conected the modules...cust sd that hes lost confidence with veh and thinks it could fail again and now hes worried for his safety, cust sd that he wants out of the veh...advysd cust i will call dealer and tt SM and get back with cust at [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	2/6/08 10:58AM
Activity Type	Dealer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	2/6/08 10:56AM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	left id vm for joey (SM)		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/11/08 03:06PM
Activity Type	General	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	2/6/08 11:08AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 2/6/08 11:08AM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 29187 on Wed Feb 06 11:08:03 EST 2008			
Activity Status:	Done	Activity Updated:	2/6/08 04:06PM
Activity Type	Dealer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	2/6/08 03:58PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	joey cld back		
Note Created: 2/6/08 03:58PM		Note Created By: DiSalvo, Hank	
		Note Type: Dealer Interaction	



Customer Service Request Detail # 200803700541

advsd the driverside air bag has been replaced, control moduel was replaced, however the module installed was the wrong one, now harness has to be replaced as well...joey sd that problem is intermittent and hard to duplicate, but dealer was finally able to see the same fault code appear...joey advsd veh can be repaird and knows that cust wants out of veh...advsd i will call cust back and give info, joey advsd he discussed it with cust as well			
Activity Status:	Done	Activity Updated:	2/11/08 01:02PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	2/11/08 12:53PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cld cust back at 334 213 3725		
Note Created: 2/11/08 01:00PM		Note Created By: DiSalvo, Hank	
		Note Type: Customer Interaction	
cust had left vm for me...i had to leave id vm for cust at this number			
Activity Status:	Done	Activity Updated:	2/11/08 03:06PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	2/11/08 03:02PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cust cld back		
Note Created: 2/11/08 03:03PM		Note Created By: DiSalvo, Hank	
		Note Type: Customer Interaction	
advsd he picked veh up and discussed issue with SA and joey but still feels veh will break down again and mentiond legal action...i advsd cust that its prob best to at least try veh out (esp since joey was confident problem would be fixed) and of course if issue returns cust can call me back directly and i will contact dealer...cust wanted corp address anyway and advsd he will see how veh drives but might forward to attrny			



Customer Service Request Detail # 200803800247

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage:
Sale: 2/20/06 12:00AM
In Service Date: 2/20/06 12:00AM
Production Date: 1/23/06 12:00AM

Service Request

Service Request #: 200803800247
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/7/08 08:41AM
Created By: Hawley, Darlene
Rep Assigned: Hawley, Darlene
Date Assigned: 2/7/08 08:41AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/7/08 08:45AM
Close Rep: Hawley, Darlene
Issue Note: Vehicle Products

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
refer to parts for alarm

Attachments

File Name	Comments



Customer Service Request Detail # 200803800247

Activity Status:	Done	Activity Updated:	2/7/08 08:44AM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	alangiangregorio@verizon.net
Activity Created:	2/6/08 06:20PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
		<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: WBAVD33506K [REDACTED] ModelYear: 2006 MfgNme: BMW ModelNme: 330xi</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED] Comments: what is the cost to add an alarm system to my car? CustomerNo: 0 AccountId: firstName: [REDACTED] lastName: [REDACTED] UserName: [REDACTED] formid: 1001 Vins: WBAVD33506K [REDACTED]</p>

Activity Status:	Done	Activity Updated:	2/7/08 08:44AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/7/08 08:41AM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Vehicle Products [1-696617559]		

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



Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2006 BMW 330xi. We appreciate your inquiry.

There is a BMW Alarm System available through the Parts Department of your authorized BMW center. If you would like to install this accessory, please contact your BMW center for details and pricing. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com/dealers.

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

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 2/7/2008 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: Vehicle Products

VIN: WBAVD33506K [REDACTED]
ModelYear: 2006
MfgNme: BMW
ModelNme: 330xi

ContactBy: Email
ContactPhone: [REDACTED]
ContactTime: [REDACTED]
email: a [REDACTED] t
Comments: what is the cost to add an alarm
system to my car?
CustomerNo: 0
AccountId: [REDACTED]
firstName: [REDACTED]
lastName: [REDACTED]
[REDACTED]
formid: 1001
Vins: WBAVD33506K [REDACTED]



Customer

Name:	[REDACTED]
Communication Method:	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	Costa Mesa, CA [REDACTED]

Service Request

Service Request #:	200803901029
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/8/08 11:09AM
Created By:	Nos, Sonny
Rep Assigned:	Nos, Sonny
Date Assigned:	2/8/08 11:09AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/8/08 11:13AM
Close Rep:	Nos, Sonny
Issue Note:	cx complaining about radio sound. cx complaining about ghost sounds comin from back speakers.

Vehicle

Chassis # (US):	K [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	328i Sedan
Mileage:	
Sale:	12/21/07 12:00AM
In Service Date:	12/21/07 12:00AM
Production Date:	9/19/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
documented complaint for customer.

Attachments

File Name	Comments



Customer Service Request Detail # 200803901029

Activity Status:	Done	Activity Updated:	2/8/08 11:12AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	2/8/08 11:10AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx complaining about radio sound. cx complaining about ghost sounds comin from back speakers.		
Note Created: 2/8/08 11:11AM		Note Created By: Nos, Sonny	
		Note Type: Customer Interaction	
cx complaining about radio sound. cx complaining about ghost sounds coming from back speakers. cx has ipod hooked up.. dealer says nothing wrong with system.			



Customer Service Request Detail # 200804202701

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage: 1,700
Sale: 11/8/07 12:00AM
In Service Date: 11/8/07 12:00AM
Production Date: 9/21/07 12:00AM

Service Request

Service Request #: 200804202701
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/11/08 01:13PM
Created By: Coil, Jarrod
Rep Assigned: Moore, Lew
Date Assigned: 2/22/08 11:36AM
Assigned Dealer: Niello BMW Sacramento
Identified Dealer: Niello BMW Sacramento
Date Resolved:
Resolve Rep:
Date Closed: 3/17/08 03:23PM
Close Rep: Moore, Lew
Issue Note: cci seeking buyback, then going to order a new veh

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Surrender march 17, 2008

Attachments

File Name	Comments
FW [REDACTED] F [REDACTED] N [REDACTED] [REDACTED].pdf signed sett	



Customer Service Request Detail # 200804202701

Activity Status:	Done	Activity Updated:	2/11/08 01:23PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/11/08 01:14PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking buyback, then going to order a different veh		
Note Created: 2/11/08 01:15PM		Note Created By: Coil, Jarrod	
Note Type: Customer Interaction			
<p>cust stts veh has been down 32 days of 61 days of ownership. cust requests BMW buyback this vehicle and then wants to order another BMW. cust stts the SM Matt Ryan of Niello referred him to CR to handle request. cust stts the airbag system has malfunctioned and serv is still awaiting parts for repair. cust stts his wife refuses to drive vehicle.</p>			
Activity Status:	Done	Activity Updated:	2/21/08 05:37PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/11/08 03:26PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	emailed Molly Klinger for market review		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	2/11/08 03:46PM
Activity Type	Field Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/11/08 03:46PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer emailed market 34 to have case reviewed.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	2/12/08 07:27PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	2/12/08 07:27PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Writer informed that there is no update at this time		
Note Created:		Note Created By:	
Note Type:			



Customer Service Request Detail # 200804202701

Activity Status:	Done	Activity Updated:	2/15/08 12:17PM
Activity Type	General	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/15/08 12:17PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	awaiting update from mrkt		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/15/08 04:43PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	2/15/08 04:38PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	customer calling to see if update has been posted.		
Note Created: 2/15/08 04:41PM		Note Created By: Dyer, Kristen	
		Note Type: Customer Interaction	
service engine soon light also on, cst thinks its just prbly the gas cap. no update per market yet.			
Activity Status:	Done	Activity Updated:	2/19/08 03:02PM
Activity Type	Field Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/19/08 03:02PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer l/m for AMM Chris		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/21/08 10:32AM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	2/21/08 10:32AM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	cci, wanted to know timeframe for response; adv. nothing yet, will contact him as soon as we have an answer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/21/08 05:36PM
Activity Type	Field Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/21/08 05:36PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	AMM Chris advised moved forward with a repurchase.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200804202701

Activity Status:	Done	Activity Updated:	2/21/08 05:37PM
Activity Type	Corporate Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/21/08 05:37PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer notified CORE of repurchase		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/22/08 11:35AM
Activity Type	Corporate Interaction	Activity Updated By:	Wohlfahrt-Mayer, Jessica
Activity Assigned To:	Wohlfahrt-Mayer, Jessica	Email From:	
Activity Created:	2/22/08 11:35AM	Email To:	
Activity Created By:	Wohlfahrt-Mayer, Jessica		
Activity Description:	reassigned from Ohio, escalated to Core		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/25/08 10:47AM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/25/08 10:47AM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	cust called in for update. Writer sent e-mail to Lew Moore.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/25/08 11:36AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/25/08 11:36AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Spoke to customer He will send title and bill of sale first incident 300 miles		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/28/08 08:02AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/28/08 08:01AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Settlement paperwork to customer see below		
Note Created: 2/28/08 08:01AM		Note Created By: Moore, Lew	Note Type: Customer Interaction



Customer Service Request Detail # 200804202701

From: Moore Lew, V4-US-A-51
Sent: Thursday, February 28, 2008 8:01 AM
To: 'Steve Del Real'
Subject: RE: Next steps

Mr. [REDACTED]

Attached is the settlement agreement and cover letter for the repurchase of your 2008 BMW 335i.

Please sign and notarize and return the document to me.

A scanned e mail attachment will work well.

After receipt, I will prepare the repurchase package.

We will do all we can to keep to the schedule we previously discussed.

Please call if there are any questions.

Thanks

Lew Moore

Regards,

Lewis P. Moore
Customer Relations and Services
Representative

Telephone
(201) 263-8223
(800) 831-1117 ext. 8223_
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

[REDACTED]
Sent: Wednesday, February 27, 2008 5:56 PM
To: Moore Lew, V4-US-A-51
Cc: Matt Ryan
Subject: Next steps

Lew,

I just wanted to touch base with you about the repurchase of my BMW VIN#WBAWL73548P [REDACTED]. During our last conversation on 25 FEB 2008 you stated I would receive an email from you by mid week, and that ...



Customer Service Request Detail # 200804202701

... I would need to sign the documents and return an electronic copy to you. I have not received your email. Please respond to this email just to confirm that I have your email correct. Also please let me know if the completion of this process is still on		...	
Activity Status:	Done	Activity Updated:	2/29/08 08:09AM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/29/08 08:08AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Settlement package to ISG		
Note Created: 2/29/08 08:09AM		Note Created By: Moore, Lew	
		Note Type: Corporate Interaction	
<p>From: Moore Lew, V4-US-A-51 Sent: Friday, February 29, 2008 8:08 AM To: 'ehickman@impartialservices.com' Cc: Fashola Tom, V4-US-V-3-C; DeSantis Christopher, V4-US-V-35 Subject: FW: Scanned document from NEW ShareScan (ShareScan)</p> <p>Re: Customer DelReal 2008 BMW 335i PX52088</p> <p>Emma:</p> <p>Attached is the settlement package for the customer referenced above.</p> <p>The reason for the repurchase is repeat repairs air bag.</p> <p>Niello BMW will be the dealer involved in the surrender.</p> <p>Thanks</p> <p>Lew Regards,</p> <p>Lewis P. Moore Customer Relations and Services Representative</p> <p>Telephone (201) 263-8223 (800) 831-1117 ext. 8223_ Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
<p>----- From: NEW ShareScan Sent: Friday, February 29, 2008 7:55 AM To: Moore Lew, V4-US-A-51 Subject: Scanned document from NEW ShareScan (ShareScan)</p>			



Customer Service Request Detail # 200804202701

Activity Status:	Done	Activity Updated:	3/6/08 03:09PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/6/08 03:09PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for ISG		
Note Created:			
Note Created By:			
Note Type:			
Activity Status:	Done	Activity Updated:	3/12/08 01:40PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/12/08 01:39PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	waiting for ISG transfer agent assigned		
Note Created:			
Note Created By:			
Note Type:			
Activity Status:	Done	Activity Updated:	3/17/08 02:14PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	3/17/08 02:14PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	cci for Lew Moore -- xfrd to LM		
Note Created:			
Note Created By:			
Note Type:			
Activity Status:	Done	Activity Updated:	3/17/08 02:39PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/17/08 02:39PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Customer advises March 17surrender		
Note Created:			
Note Created By:			
Note Type:			



Customer Service Request Detail # 200804304473

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage:
Sale: 7/31/07 12:00AM
In Service Date: 7/31/07 12:00AM
Production Date: 7/9/07 12:00AM

Service Request

Service Request #: 200804304473
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/12/08 06:44PM
Created By: Brookins, Kristy
Rep Assigned: Brookins, Kristy
Date Assigned: 2/12/08 06:44PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/12/08 06:46PM
Close Rep: Brookins, Kristy
Issue Note: CCI asking abt alarm sounding - wrtr ref to dlr

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Wrtr adv cust should not activate unless something in seat or door ajar - ref to dlr

Attachments

File Name	Comments



Customer Service Request Detail # 200804304473

Activity Status:	Done	Activity Updated:	2/12/08 06:46PM
Activity Type	Customer Interaction	Activity Updated By:	Brookins, Kristy
Activity Assigned To:	Brookins, Kristy	Email From:	
Activity Created:	2/12/08 06:45PM	Email To:	
Activity Created By:	Brookins, Kristy		
Activity Description:	CCI asking abt alarm sounding - wrtr ref to dlr		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200804304563

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage:
Sale: 8/18/07 12:00AM
In Service Date: 8/18/07 12:00AM
Production Date: 5/24/07 12:00AM

Service Request

Service Request #: 200804304563
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/12/08 06:57PM
Created By: Dickerson, Micah
Rep Assigned: Dickerson, Micah
Date Assigned: 2/12/08 06:57PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/12/08 06:59PM
Close Rep: Dickerson, Micah
Issue Note: Cust. asking what exclamation point and SOS icon mean.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advsd that it would indicate a fault in SOS system and to have the veh. diagnosed by dlr.

Attachments

File Name	Comments



Customer Service Request Detail # 200804304563

Activity Status:	Done	Activity Updated:	2/12/08 06:58PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	2/12/08 06:58PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Cust. asking what exclamation point and SOS icon mean.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200804403136

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage: 30,500
Sale: 8/1/06 12:00AM
In Service Date: 8/1/06 12:00AM
Production Date: 5/4/06 12:00AM

Service Request

Service Request #: 200804403136
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/13/08 04:57PM
Created By: Labatzky, Karen
Rep Assigned: Labatzky, Karen
Date Assigned: 2/13/08 04:57PM
Assigned Dealer: Fields BMW
Identified Dealer: Fields BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/14/08 04:10PM
Close Rep: Labatzky, Karen
Issue Note: customer wants out of her vehicle due to having too many issues

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
customer will call back when vehicle is at the dealer

Attachments

File Name	Comments



Customer Service Request Detail # 200804403136

Activity Status:	Done	Activity Updated:	2/13/08 05:01PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/13/08 04:59PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	customer wants out of her vehicle due to having too many issues		

Note Created: 2/13/08 04:59PM	Note Created By: Labatzky, Karen	Note Type: Customer Interaction
-------------------------------	----------------------------------	---------------------------------

<p>Customer wants out of her car NOW. States she's been in for brake lights, other lights, blower not working. Now, the airbag light came on, cig lighter isn't working. She's too busy to bother and just wants out of vehicle. She was transferred from BMWFS who provided early term opts already but they were not an attractive solution.</p> <p>Advised she can speak with sales and she can get car to dealer so that they can inspect the vehicle. She'll call back when it's there. Once we do that, we'll review her service history and see what we can do to assist her.</p>	
--	--



Customer Service Request Detail # 200805005243

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi
Mileage:
Sale: 5/26/07 12:00AM
In Service Date: 5/26/07 12:00AM
Production Date: 4/11/07 12:00AM

Service Request

Service Request #: 200805005243
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 2/19/08 06:48PM
Created By: Klinger, Molly
Rep Assigned: Klinger, Molly
Date Assigned: 2/19/08 06:48PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/19/08 06:51PM
Close Rep: Klinger, Molly
Issue Note: Cust sttd that his airbag light comes on and off on pass side when no one is in that seat.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
writer advised customer to address with service center.

Attachments

File Name	Comments



Customer Service Request Detail # 200805005243

Activity Status:	Done	Activity Updated:	2/19/08 06:49PM
Activity Type	Customer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/19/08 06:49PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	Cust sttd that his airbag light comes on and off on pass side when no one is in that seat.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200805301229

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi
Mileage: 33,000
Sale: 3/25/06 12:00AM
In Service Date: 3/25/06 12:00AM
Production Date: 2/20/06 12:00AM

Service Request

Service Request #: 200805301229
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/22/08 10:36AM
Created By: Harris, Ryan
Rep Assigned: Harris, Ryan
Date Assigned: 2/22/08 10:36AM
Assigned Dealer: Reeves Import Motorcars, Inc.
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 2/22/08 10:41AM
Close Rep: Harris, Ryan
Issue Note: Janice Paolini (cust's daughter-in-law) called because she states she wants out of veh.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advised if dealer has contacted regional team, there is nothing CR can do. Writer offered to contact dealer to verify that they reached out to regional team, cust declined.

Attachments

File Name	Comments



Customer Service Request Detail # 200805301229

Activity Status:	Done	Activity Updated:	2/22/08 10:38AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/22/08 10:37AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Janice states the veh was towed in 4x for computer problems. Cust states dealer told her BMW is offering \$5000.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200805802862

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage: 27,000
Sale: 7/21/06 12:00AM
In Service Date: 7/21/06 12:00AM
Production Date: 3/29/06 12:00AM

Service Request

Service Request #: 200805802862
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/27/08 03:07PM
Created By: Labatzky, Karen
Rep Assigned: Labatzky, Karen
Date Assigned: 2/27/08 03:07PM
Assigned Dealer: Orr BMW
Identified Dealer: Orr BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/25/08 06:34PM
Close Rep: Labatzky, Karen
Issue Note: repeat radio concern

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

We are going to offer the customer a Sirius radio
asked April to call customer for me since his question is in regards to the
service history of his vehicle - radio replacement or not?
radio wasn't replaced, they just installed a radio from another vehicle

Attachments

File Name	Comments



Customer Service Request Detail # 200805802862

Activity Status:	Done	Activity Updated:	2/28/08 10:28AM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/27/08 03:07PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	repeat radio concern		
Note Created: 2/27/08 03:07PM		Note Created By: Labatzky, Karen	
		Note Type: Customer Interaction	
<p>Won't pick up radio stations and those that it does, won't pick up in stereo. His loaners all pick up stations fine. Dealer has repaired 4 times. His SA, April Moellenkamp says that it works fine at their shop. Told the customer to contact BMWNA and the next thing is to bring out an engineer.</p> <p>He works over 200 miles from the dealer so they can't simply go to his home to duplicate.</p> <p>They've checked the antenna, wire to antenna, radio itself-changed or updated software. Also blamed the tint on the windows but backed off.</p>			
Activity Status:	Done	Activity Updated:	2/28/08 11:12AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/28/08 10:28AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	left VM for April Moellenkamp, SM, (318) 629-1269		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/28/08 11:16AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/28/08 11:12AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	April called to discuss		
Note Created: 2/28/08 11:13AM		Note Created By: Labatzky, Karen	
		Note Type: Dealer Interaction	
<p>States the first thing they showed customer was the SIB about tint and the customer swore up and down that it was happening prior to installing the tint. Also, the reception is fine there so they can't duplicate anything. Eric Dupris has been involved and told to reprogram the car. She has also sent him an e-mail this morning to find out what to do next. Likely they'll ask customer to remove the tint and go from there, not certain though.</p> <p>Explained to her that the customer stated that they initially contributed the issue to the tint and then tried to back track out of that explanation.</p> <p>April explained they did not, they were just giving the customer the benefit of the doubt.</p> <p>April will forward the RTE's e-mail to me when she gets it.</p>			



Customer Service Request Detail # 200805802862

Activity Status:	Done	Activity Updated:	2/29/08 01:54PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	2/29/08 01:54PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	cci for update. trans to Karen		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/29/08 01:58PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/29/08 01:58PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	customer looking for update - advised waiting to hear back from RTE		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/4/08 02:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/3/08 02:07PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	If I don't hear back today, call tomorrow: April Moellenkamp, SM, (318) 629-1269		
Note Created: 3/4/08 02:00PM		Note Created By: Labatzky, Karen	
		Note Type: Dealer Interaction	
left VM for April Moellenkamp, SM, (318) 629-1269			
Activity Status:	Done	Activity Updated:	3/5/08 02:58PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/5/08 02:58PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	cci, advised no update		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/5/08 02:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/5/08 02:59PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	left VM for April Moellenkamp, SM, (318) 629-1269		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200805802862

Activity Status:	Done	Activity Updated:	3/5/08 03:07PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/5/08 03:07PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	April left VM saying that she hasn't heard back, resent it though and hear rep is filling in at tech line so hard to get to him.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/11/08 02:42PM
Activity Type	General	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/7/08 01:07PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	pending		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/13/08 04:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/11/08 02:42PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	left message for April to call with an update		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/13/08 04:00PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/12/08 03:16PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Spoke with customer. Advised still pending an update on this.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/13/08 04:12PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/13/08 04:00PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	April Moellenkamp, SM, (318) 629-1269		
Note Created:	3/13/08 04:02PM	Note Created By:	Labatzky, Karen
		Note Type:	Customer Interaction



Customer Service Request Detail # 200805802862

April has been out ill for last few days...Perhaps the SD, Brian Elkins can assist. he was unavail. left vm. Advised been waiting 2 weeks to hear back from the RTE. If that is the case, not fair to them, customer and me and perhaps I should escalate this. have not been able to reach April to confirm this since she's been OOO so please call me to touch base before taking further action.			
Activity Status:	Done	Activity Updated:	3/18/08 02:26PM
Activity Type	General	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/14/08 09:56AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	pending		
Note Created: 3/17/08 04:16PM		Note Created By: Labatzky, Karen	
		Note Type: General	
Still unresponsive...			
Activity Status:	Done	Activity Updated:	3/18/08 03:01PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/18/08 02:26PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Spoke with April Moellenkamp, SM, (318) 629-1269		
Note Created: 3/18/08 02:26PM		Note Created By: Labatzky, Karen	
		Note Type: Dealer Interaction	
She hasn't heard anything back. She is going to e-mail what she sent so that I can escalate on my end.			
Note Created: 3/18/08 03:01PM		Note Created By: Labatzky, Karen	
		Note Type: Dealer Interaction	



Customer Service Request Detail # 200805802862

From: Labatzky Karen, SF4-US-S-5
Sent: Tuesday, March 18, 2008 3:01 PM
To: Dickerson Micah, SF4-US-S-5
Subject: Mr. [REDACTED] N [REDACTED], Orr BMW - RTE escalation

Micah,

This one is painful. The customer lives over 200 miles from the dealer so the dealer can't simply drive to the location where the reception is poor. Also, the customer has tinting on the window, which may be the contributing factor.

Here are note from a conversation I had with the Service Manager at Orr BMW, April Moellenkamp:

States the first thing they showed customer was the SIB about tint and the customer swore up and down that it was happening prior to installing the tint. Also, the reception is fine there so they can't duplicate anything. Eric Dupris has been involved and told to reprogram the car. She has also sent him an e-mail this morning to find out what to do next. Likely they'll ask customer to remove the tint and go from there, not certain though.

Explained to her that the customer stated that they initially contributed the issue to the tint and then tried to back track out of that explanation.

April explained they did not, they were just giving the customer the benefit of the doubt.

April will forward the RTE's e-mail to me when she gets it.

That was 2/28 and we've not heard back since. I'd like some closure to this case, can you contact Eric to find out what his next step is for the dealer?

Thank you,
Karen

Activity Status:	Done	Activity Updated:	3/18/08 03:50PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	3/18/08 03:01PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	e-mailed Micah to contact the RTE since dealer been waiting since 2/28 for guidance		

Note Created: 3/18/08 03:02PM

Note Created By: Labatzky, Karen

Note Type: Market Liaison Escalation



Customer Service Request Detail # 200805802862

From: Labatzky Karen, SF4-US-S-5
Sent: Tuesday, March 18, 2008 3:01 PM
To: Dickerson Micah, SF4-US-S-5
Subject: Mr. [REDACTED] N [REDACTED], Orr BMW - RTE escalation

Micah,

This one is painful. The customer lives over 200 miles from the dealer so the dealer can't simply drive to the location where the reception is poor. Also, the customer has tinting on the window, which may be the contributing factor.

Here are note from a conversation I had with the Service Manager at Orr BMW, April Moellenkamp:

States the first thing they showed customer was the SIB about tint and the customer swore up and down that it was happening prior to installing the tint. Also, the reception is fine there so they can't duplicate anything. Eric Dupris has been involved and told to reprogram the car. She has also sent him an e-mail this morning to find out what to do next. Likely they'll ask customer to remove the tint and go from there, not certain though.

Explained to her that the customer stated that they initially contributed the issue to the tint and then tried to back track out of that explanation.

April explained they did not, they were just giving the customer the benefit of the doubt.

April will forward the RTE's e-mail to me when she gets it.

That was 2/28 and we've not heard back since. I'd like some closure to this case, can you contact Eric to find out what his next step is for the dealer?

Thank you,
Karen

Note Created: 3/18/08 03:06PM

Note Created By: Labatzky, Karen

Note Type: Market Liaison Escalation

Activity Status:	Done	Activity Updated:	3/19/08 12:45PM
Activity Type	Field Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	3/18/08 03:46PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Eric to make sure that issue has been addressed.		

Note Created: 3/19/08 10:29AM

Note Created By: Labatzky, Karen

Note Type: Field Interaction



Customer Service Request Detail # 200805802862

From: Dupuis Eric, V4-US-V-2-A
Sent: Tuesday, March 18, 2008 10:21 PM
To: Dickerson Micah, SF4-US-S-5
Cc: April Moellenkamp
Subject: RE: Mr. [REDACTED] N [REDACTED], Orr BMW - RTE escalation

April,

Have you watched the service roundtable for February? They speak of reception, but I am not sure if this applies. If the reception is OK compared to other vehicles, I cannot help it if reception is poor in a very rural area. I can inspect the car next time I am in, but I don't think that will help either. Has the customer driven a loaner car home and if so, how did it compare?

Eric

Activity Status:	Done	Activity Updated:	3/19/08 12:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/19/08 10:34AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	asking April for answers to Eric's questions and to discuss how to proceed		

Note Created: 3/19/08 10:34AM

Note Created By: Labatzky, Karen

Note Type: Dealer Interaction

Note Created: 3/19/08 12:12PM

Note Created By: Labatzky, Karen

Note Type: Dealer Interaction

From: April Moellenkamp [mailto:tonkatime7@hotmail.com]
Sent: Wednesday, March 19, 2008 11:46 AM
To: Labatzky Karen, SF4-US-S-5
Subject: RE: Mr. [REDACTED] N [REDACTED] Orr BMW - RTE escalation

Karen,
I've already e-mailed Eric with the answers to his questions. So, now we wait for him.
Let me know if you need anything else!
Thanks,

April

Activity Status:	Done	Activity Updated:	3/19/08 12:45PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/19/08 12:45PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	follow up and solution from April		

Note Created: 3/19/08 12:45PM

Note Created By: Labatzky, Karen

Note Type: Dealer Interaction



Customer Service Request Detail # 200805802862

From: April Moellenkamp [mailto:tonkatime7@hotmail.com]
Sent: Wednesday, March 19, 2008 12:27 PM
To: Labatzky Karen, SF4-US-S-5
Subject:

Hi Karen,
I just spoke with Eric Dupuis and he is going to offer Mr. Proksche a Sirius radio upgrade with a years subscription free. Hopefully this will take care of him and his radio difficulties.
Thanks,
April Moellenkamp
Orr BMW
318-629-1269

Activity Status:	Done	Activity Updated:	3/25/08 01:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/25/08 01:49PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	asked April to call the customer		

Note Created: 3/25/08 01:50PM

Note Created By: Labatzky, Karen

Note Type: Dealer Interaction

From: Labatzky Karen, SF4-US-S-5
Sent: Tuesday, March 25, 2008 1:50 PM
To: 'April Moellenkamp (tonkatime7@hotmail.com)'
Subject: Mr. [REDACTED] N [REDACTED], Orr BMW - RTE escalation

April,

I just talked with this customer, he's thinking over the Sirius offer. Explained, in my opinion, that we're just not duplicating his problem and likely issue is a combination of remote area and tinting. He called back, said he got to thinking that you told him the radio was replaced. He said his 6 invoices are not showing a radio replacement. Can you please call him for me? This is the number on file, he didn't leave a number on his VM.

If you do this for me, I'll owe you one.

Kind Regards,

Karen Labatzky
Customer Relations and Services
Representative

Telephone
(614) 718-6294
(800) 831-1117 *6294
Fax
(614) 789-7294
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227



Customer Service Request Detail # 200805802862

Activity Status:	Done	Activity Updated:	3/25/08 06:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/25/08 06:30PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	April follow up		

Note Created: 3/25/08 06:30PM	Note Created By: Labatzky, Karen	Note Type: Dealer Interaction
-------------------------------	----------------------------------	-------------------------------

<p>From: April Moellenkamp [mailto:tonkatime7@hotmail.com] Sent: Tuesday, March 25, 2008 6:09 PM To: Labatzky Karen_SF4-US-S-5 Subject: RE: Mr. [REDACTED] N [REDACTED], Orr BMW - RTE escalation</p> <p>Karen, I spoke with Mr. [REDACTED] earlier and explained everything to him. We didn't replace his radio, we swapped one out of another car to check it. We are picking his car up next Wednesday and installing the Sirius radio for him. Glad to help you out and glad to get him finally taken care of! Thanks for your help, April</p>	
--	--



Customer Service Request Detail # 200806001204

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi
Mileage:
Sale: 12/31/07 12:00AM
In Service Date: 12/31/07 12:00AM
Production Date: 10/9/07 12:00AM

Service Request

Service Request #: 200806001204
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/29/08 11:51AM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 3/19/08 12:02PM
Assigned Dealer: Patrick BMW
Identified Dealer: Patrick BMW
Date Resolved: 3/3/08 06:52PM
Resolve Rep: NET, DCS
Date Closed: 3/19/08 12:11PM
Close Rep: Dyer, Kristen
Issue Note: vehicle down 3 weeks waiting on radio thats on National back order

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
dealer is handling issue with AMM at dealer today DONE advised customer part should be at dealer today and vehicle should be completed. advised dealer is looking into 1 mo. lease payment for time down. cust happy with f/u call from NA and dealer assistance customer has been provided eta to receive check around 3/27/08 via SM, dean

Attachments

File Name	Comments



Customer Service Request Detail # 200806001204

Activity Status:	Done	Activity Updated:	2/29/08 11:53AM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	2/29/08 11:52AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	vehicle down 3 weeks waiting on radio thats on National back order		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/29/08 12:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	2/29/08 12:00PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	spk to Dean(sm) advised speaking with AMM today at dealer about compensation for customer		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	3/3/08 11:01AM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	3/3/08 11:00AM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cci, req ryan- advised would relay mesg		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	3/3/08 11:01AM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	3/3/08 11:01AM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	e-mail to ryan		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	3/3/08 04:28PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	3/3/08 04:28PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	cci req rep. wtr trans to rep.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200806001204

Activity Status:	Done	Activity Updated:	3/3/08 04:34PM
Activity Type	Dealer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/3/08 04:34PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	Im for dean(sm) to cb		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/4/08 10:54AM
Activity Type	General	Activity Updated By:	Greer, Ryan
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	3/3/08 06:52PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 3/3/08 06:52PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 86716 on Mon Mar 03 18:52:14 EST 2008			
Activity Status:	Done	Activity Updated:	3/4/08 10:54AM
Activity Type	Dealer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/4/08 10:14AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	spk to Dean(sm) advised part should be at dealer 3/4/08. dealer will be compensating for time down- 1 lease payment		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/4/08 12:48PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/4/08 12:48PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	advised customer part should be at dealer today and vehicle should be completed. advised dealer is looking into 1 mo. lease payment for time down. cus		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/08 12:10PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	3/19/08 12:04PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	customer called in to get status of the 1 mo lease payment GW.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200806001204

Activity Status: Done		Activity Updated: 3/19/08 12:10PM	
Activity Type: Dealer Interaction		Activity Updated By: Dyer, Kristen	
Activity Assigned To: Dyer, Kristen		Email From:	
Activity Created: 3/19/08 12:05PM		Email To:	
Activity Created By: Dyer, Kristen			
Activity Description: call to patrick bmw to check on status, spoke to dean. he gave cust eta on 3/10/08 of 2.5 weeks			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200806002708

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: South Amboy, NJ [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 11/30/06 12:00AM
In Service Date: 11/30/06 12:00AM
Production Date: 11/10/06 12:00AM

Service Request

Service Request #: 200806002708
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 2/29/08 03:59PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 2/29/08 03:59PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/29/08 04:05PM
Close Rep: Coil, Jarrod
Issue Note: cci with concerns with radio display and polarized glasses, writer apologized and adv no updates...

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
writer adv no changes to radio display. adv would document concerns with display and visibility

Attachments

File Name	Comments



Customer Service Request Detail # 200806002708

Activity Status:	Done	Activity Updated:	2/29/08 04:05PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/29/08 04:05PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci with concerns with radio display and polarized glasses, writer apologized and adv no updates...		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200806302841

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i (SA)
Mileage: 8,463
Sale: 6/7/07 12:00AM
In Service Date: 6/7/07 12:00AM
Production Date: 3/19/07 12:00AM

Service Request

Service Request #: 200806302841
Brand: BMW
Type: Potential Lemon Law
Current Status: Closed
Date Opened: 3/3/08 02:36PM
Created By: Wohlfahrt-Mayer, Jessica
Rep Assigned: Kirnum, Fran
Date Assigned: 3/3/08 02:44PM
Assigned Dealer:
Identified Dealer: Bob Smith BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/27/08 10:09AM
Close Rep: Kirnum, Fran
Issue Note: ATTY (Berkovich) DEMAND LETTER FOR CA Lemon
Law - airbag light on, sunroof inop

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
BMW NA repurchased vehicle

Attachments

File Name	Comments
[REDACTED] - ATT	
[REDACTED] - ATT	
[REDACTED] worksheet	
[REDACTED] contract	
[REDACTED] payoff	
[REDACTED] settlement	
[REDACTED] transaction	
[REDACTED] revised se	
[REDACTED] revised wo	
[REDACTED] signed set	



Customer Service Request Detail # 200806302841

Activity Status:	Done	Activity Updated:	3/3/08 02:38PM
Activity Type	General	Activity Updated By:	Wohlfahrt-Mayer, Jessica
Activity Assigned To:	Wohlfahrt-Mayer, Jessica	Email From:	
Activity Created:	3/3/08 02:38PM	Email To:	
Activity Created By:	Wohlfahrt-Mayer, Jessica		
Activity Description:	ATTY (Berkovich) DEMAND LETTER FOR CA Lemon Law - airbag light on, sunroof inop		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/3/08 03:38PM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/3/08 03:37PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed the attorney		
Note Created: 3/3/08 03:37PM		Note Created By: Kirnum, Fran	Note Type: Customer's Attorney
<p>From: Kirnum Fran, V4-US-A-51 Sent: Monday, March 03, 2008 3:37 PM To: [REDACTED] Subject: Natalia [REDACTED]</p> <p>Dear Counsel:</p> <p>Your office contacted BMW of North America, LLC on behalf of your client, Ms. Natalia Prokhovova regarding a 2007 BMW 328i</p> <p>Senior Members of BMW's management team are now reviewing the owner history and service records for this vehicle. We will soon contact you to discuss the findings and recommendations.</p> <p>We thank you for your cooperation in bringing a fair and prompt resolution to this concern.</p> <p>Kind regards,</p> <p>Fran Kirnum Western Region Team Lead Customer Relations and Services</p> <p>Telephone (201) 263-8217 (800) 831-1117 x8217 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			



Customer Service Request Detail # 200806302841

Activity Status:	Done	Activity Updated:	3/3/08 03:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/3/08 03:40PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I left a vm for Brian		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/3/08 03:52PM
Activity Type	Field Interaction	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/3/08 03:49PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed the field		
Note Created: 3/3/08 03:50PM		Note Created By: Kirnum, Fran	Note Type: Field Interaction
<p>From: Kirnum Fran, V4-US-A-51 Sent: Monday, March 03, 2008 3:49 PM To: Kiefer Franz, V4-US-V-33 Cc: Kumar Richard, V4-US-V-33; Walsh Mark, V4-US-V-3-M; Huzyak Ed, V4-US-V-3-A Subject: Critical [REDACTED] N [REDACTED] Bob Smith BMW</p> <p>Good afternoon,</p> <p>Attached is an attorney letter claiming lemon on customers 2007 328i w/8463 miles on it.</p> <p>I left Brian at Bob Smith a voice mail. The attorney sent over the r/o's and there are 3x a/b repairs and a sunroof repair.</p> <p>Franz, I will start on the paperwork for this one.</p> <p>Thanks</p> <p>Kind regards,</p> <p>Fran Kirnum Western Region Team Lead Customer Relations and Services</p> <p>Telephone (201) 263-8217 (800) 831-1117 x8217 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			



Customer Service Request Detail # 200806302841

Activity Status:	Done	Activity Updated:	3/5/08 01:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/5/08 01:16PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	Howie left a vm and said that they do have 3x with airbag issues		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/5/08 01:35PM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/5/08 01:34PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Gary that we will be repurchasing this vehicle		
Note Created: 3/5/08 01:35PM		Note Created By: Kirnum, Fran	Note Type: Customer's Attorney
<p>From: Kirnum Fran, V4-US-A-51 Sent: Wednesday, March 05, 2008 1:34 PM To: [REDACTED] Subject: [REDACTED]</p> <p>Hi Gary, BMW NA has agreed to repurchase this customers vehicle. This customer is a BMW Financial Services customer so I am getting all the financial information that I need. I will send you a settlement agreement shortly.</p> <p>Kind regards,</p> <p>Fran Kirnum Western Region Team Lead Customer Relations and Services</p> <p>Telephone (201) 263-8217 (800) 831-1117 x8217 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	3/6/08 09:53AM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/6/08 09:52AM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Gary the settlement agreement		
Note Created: 3/6/08 09:52AM		Note Created By: Kirnum, Fran	Note Type: Customer's Attorney



Customer Service Request Detail # 200806302841

From: Kirnum Fran, V4-US-A-51
Sent: Thursday, March 06, 2008 9:52 AM
To: [REDACTED]
Subject: [REDACTED] settlement

Hi Gary,
Attached is the settlement agreement for this customer. Please have her sign, notarize and send back to us.

Here is the break down:

Down payment	\$868.66
lease payments	3,969.60
registration	283.00
mileage offset (4,166 miles)	-1,171.69

Amount due customer	\$3,949.57
Attorney fee	3,000.00

Total due \$6,949.57

BMW NA will also payoff customer BMW Financial Services loan of approx \$32,023.00.

Thank you!

Kind regards,

Fran Kirnum
Western Region Team Lead
Customer Relations and Services

Telephone
(201) 263-8217
(800) 831-1117 x8217
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/6/08 02:00PM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/6/08 01:56PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	Gary did not agree with the mileage offset		

Note Created: 3/6/08 01:57PM

Note Created By: Kirnum, Fran

Note Type: Customer's Attorney



Customer Service Request Detail # 200806302841

From: Gary Berkovich [mailto:garyberk@sbcglobal.net]
Sent: Thursday, March 06, 2008 1:42 PM
To: Kimum Fran V4-UJS-A-51
Subject: [REDACTED] settlement001

Client: [REDACTED]

Vehicle: 2007 BMW 328i

VIN: WBAVA37567N [REDACTED]

Dear Fran:

I have to disagree with your mileage offset for this vehicle. The first SRS malfunction occurred on 06/18/07, when there were 1,084 miles on the odometer. Since there were 15 miles on the odometer when my client leased this vehicle, the proper basis for the mileage offset is 1,069 miles; which works out a deduction of \$300.66.

Additionally, your calculations only include reimbursement for payments made through February 2008. Please freeze this account so the client will not have to make her March payment.

Thanks.

Gary Berkovich

LAW OFFICES OF GARY BERKOVICH, APC

4940 Van Nuys Blvd., Suite 100

Sherman Oaks, CA. 91403

(818) 995-0100

(818) 995-0160 fax

garyberk@sbcglobal.net



Customer Service Request Detail # 200806302841

Activity Status:	Done	Activity Updated:	3/6/08 02:02PM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/6/08 02:00PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Gary the revised settlement		
Note Created: 3/6/08 02:00PM Note Created By: Kirnum, Fran Note Type: Customer's Attorney			
<p>From: Kirnum Fran, V4-US-A-51 Sent: Thursday, March 06, 2008 2:00 PM To: 'Gary Berkovich' Subject: RE: [REDACTED] settlement001</p> <p>Hi Gary, My mistake. I didn't see your first repair order. I adjusted it and attached the new settlement.</p> <p>Kind regards,</p> <p>Fran Kirnum Western Region Team Lead Customer Relations and Services</p> <p>Telephone (201) 263-8217 (800) 831-1117 x8217</p> <p>Fax (201) 930-8484</p> <p>Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	3/12/08 04:50PM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/12/08 04:49PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Gary to find out where the signed settlement was		
Note Created: 3/12/08 04:50PM Note Created By: Kirnum, Fran Note Type: Customer's Attorney			



Customer Service Request Detail # 200806302841

From: Kirnum Fran, V4-US-A-51
Sent: Wednesday, March 12, 2008 4:49 PM
To: 'Gary Berkovich'
Subject: [REDACTED]

Hi Gary,
I'm checking on the signed settlement for this customer. I did not get it back yet.
Thanks

Kind regards,

Fran Kirnum
Western Region Team Lead
Customer Relations and Services

Telephone
(201) 263-8217
(800) 831-1117 x8217
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/13/08 08:31AM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/13/08 08:30AM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	Gary emailed the settlement agreement		

Note Created: 3/13/08 08:30AM

Note Created By: Kirnum, Fran

Note Type: Customer's Attorney



Customer Service Request Detail # 200806302841

From: Gary Berkovich [mailto:garyberk@sbcglobal.net]
Sent: Wednesday, March 12, 2008 4:53 PM
To: Kirnum Fran V4-UJS-A-51
Subject: [REDACTED] - Signed Release003

Here it is again.

Gary Berkovich
LAW OFFICES OF GARY BERKOVICH, APC
4940 Van Nuys Blvd., Suite 100
Sherman Oaks, CA. 91403
(818) 995-0100
(818) 995-0160 fax
garyberk@sbcglobal.net

Activity Status:	Done	Activity Updated:	3/13/08 09:26AM
Activity Type	Corporate Interaction	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/13/08 09:24AM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Emma the repurchase package		

Note Created: 3/13/08 09:24AM

Note Created By: Kirnum, Fran

Note Type: Corporate Interaction



Customer Service Request Detail # 200806302841

From: Kirnum Fran, V4-US-A-51
Sent: Thursday, March 13, 2008 9:23 AM
To: 'ehickman@impartialservices.com'; tmckee@impartialservices.com
Cc: Fashola Tom, V4-US-V-3-C
Subject: [REDACTED] repurchase package

Hi Emma and Tracey (and Tom)

Attached is the repurchase package for this customer. This is a customer from Bob Smith BMW. The reason for the repurchase is multiple airbag lights.

The customer has an attorney. The customer gets a check for \$4,816.39 and the attorney gets a check for \$3,000.00

The payoff from BMW Financial Services is \$32,023.00.

The attorney's info is:
The Law Offices of
Gary Berkovich
4940 Van Nuys Blvd. Suite 100
Sherman Oaks, CA 91403
818-995-0100

PLEASE RUSH THIS ONE. The attorney is anxious.

Thank you and if you need anything, let me know!!

Kind regards,

Fran Kirnum
Western Region Team Lead
Customer Relations and Services

Telephone
(201) 263-8217
(800) 831-1117 x8217
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/13/08 09:31AM
Activity Type	Customer's Attorney	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/13/08 09:26AM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	I emailed Gary telling him that I sent in the paperwork for the repurchase		

Note Created: 3/13/08 09:26AM

Note Created By: Kirnum, Fran

Note Type: Customer's Attorney



Customer Service Request Detail # 200806302841

From: Kirnum Fran, V4-US-A-51
Sent: Thursday, March 13, 2008 9:26 AM
To: 'Gary Berkovich'
Subject: RE: [REDACTED] - Signed Release003

Hi Gary,
I just sent in the paperwork and asked them to rush this. I will let you know when I hear back from them telling me a surrender date. You actually might know before I do.

Kind regards,

Fran Kirnum
Western Region Team Lead
Customer Relations and Services

Telephone

(201) 263-8217

(800) 831-1117 x8217

Fax

(201) 930-8484

Mailing Address

P.O. Box 1227

Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/20/08 04:08PM
Activity Type	Corporate Interaction	Activity Updated By:	Kirnum, Fran
Activity Assigned To:	Kirnum, Fran	Email From:	
Activity Created:	3/20/08 04:07PM	Email To:	
Activity Created By:	Kirnum, Fran		
Activity Description:	ISG emailed the transfer agent		

Note Created: 3/20/08 04:08PM

Note Created By: Kirnum, Fran

Note Type: Corporate Interaction



Customer Service Request Detail # 200806302841

<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Thursday, March 20, 2008 3:58 PM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Kirnum Fran, V4-US-A-51 Subject: ASSIGNED: Owner=[REDACTED] AND / Vin#=[REDACTED]</p> <p>The Transfer Agent: Robert Dickie has been assigned to the above referenced case.</p>		
<p>Activity Status: Done Activity Updated: 3/24/08 08:59AM Activity Type Corporate Interaction Activity Updated By: Kirnum, Fran Activity Assigned To: Kirnum, Fran Email From: Activity Created: 3/24/08 08:57AM Email To: Activity Created By: Kirnum, Fran Activity Description: ISG emailed that the surrender will take place on 3/26</p>		
<p>Note Created: 3/24/08 08:58AM Note Created By: Kirnum, Fran Note Type: Corporate Interaction</p>		
<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Friday, March 21, 2008 5:53 PM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Kirnum Fran, V4-US-A-51 Subject: MEETING SET: Owner=[REDACTED] AND / Vin#=[REDACTED]</p> <p>The above referenced vehicle surrender will be completed on 3/26/2008, 01:00 PM at BOB SMITH BMW/04637.</p>		
<p>Activity Status: Done Activity Updated: 3/27/08 10:09AM Activity Type Corporate Interaction Activity Updated By: Kirnum, Fran Activity Assigned To: Kirnum, Fran Email From: Activity Created: 3/27/08 10:09AM Email To: Activity Created By: Kirnum, Fran Activity Description: ISG emailed that hte surrender was completed</p>		
<p>Note Created: 3/27/08 10:09AM Note Created By: Kirnum, Fran Note Type: Corporate Interaction</p>		



Customer Service Request Detail # 200806302841

From: TArnold@impartialservices.com
[mailto:TArnold@impartialservices.com] On Behalf Of
noreply@impartialservices.com
Sent: Thursday, March 27, 2008 10:04 AM
To: ehickman@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom,
V4-US-V-3-C; Kirnum Fran, V4-US-A-51
Subject: MFFTING COMPLETE: Owner=[REDACTED] AND /
Vin#=[REDACTED]

The above referenced vehicle surrender was completed on 3/26/2008 at
BOB SMITH BMW/04637.



Customer Service Request Detail # 200806406390

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Coupe
Mileage:
Sale: 10/13/07 12:00AM
In Service Date: 10/13/07 12:00AM
Production Date: 9/1/07 12:00AM

Service Request

Service Request #: 200806406390
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/4/08 08:21PM
Created By: Brookins, Kristy
Rep Assigned: Brookins, Kristy
Date Assigned: 3/4/08 08:21PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/4/08 08:25PM
Close Rep: Brookins, Kristy
Issue Note: cci adv that radio will not cut off

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Wrtr adv contact dlr

Attachments

File Name	Comments



Customer Service Request Detail # 200806406390

Activity Status:	Done	Activity Updated:	3/4/08 08:25PM
Activity Type	Customer Interaction	Activity Updated By:	Brookins, Kristy
Activity Assigned To:	Brookins, Kristy	Email From:	
Activity Created:	3/4/08 08:24PM	Email To:	
Activity Created By:	Brookins, Kristy		
Activity Description:	cci adv that radio will not cut off		
Note Created: 3/4/08 08:24PM		Note Created By: Brookins, Kristy	
		Note Type: Customer Interaction	
Cust adv that radio will not cut off, wrtr adv remove comfortless access key from veh and lock door. Wrtr adv take to dlr asap to have checked			



Customer Service Request Detail # 200807103864

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible SULEV
Mileage:
Sale: 10/22/07 12:00AM
In Service Date: 10/22/07 12:00AM
Production Date: 9/1/07 12:00AM

Service Request

Service Request #: 200807103864
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 3/11/08 05:21PM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 3/11/08 05:21PM
Assigned Dealer:
Identified Dealer: Morristown BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/11/08 05:25PM
Close Rep: Greer, Ryan
Issue Note: Cust upset with CD'S that were mailed. customer finds CD stories disgusting

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advised customer would document complaint. apologized for inconvenience

Attachments

File Name	Comments



Customer Service Request Detail # 200807103864

Activity Status:	Done	Activity Updated:	3/11/08 05:25PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/11/08 05:23PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	Cust upset with CD'S that were mailed. customer finds CD stories disgusting		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200807200404

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: Yorktown Heights, NY [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe SULEV
Mileage:
Sale: 7/31/07 12:00AM
In Service Date: 7/31/07 12:00AM
Production Date: 6/30/07 12:00AM

Service Request

Service Request #: 200807200404
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/12/08 09:13AM
Created By: Ellis, Jeremy
Rep Assigned: Ellis, Jeremy
Date Assigned: 3/12/08 09:13AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/12/08 09:15AM
Close Rep: Ellis, Jeremy
Issue Note: Adv radio ant is in shark fin / cust had window tinting installed on vehicle.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Adv radio ant is in shark fin / cust had window tinting installed on vehicle.
adv tint will not affect shark fin reception.

Attachments

File Name	Comments



Customer Service Request Detail # 200807200404

Activity Status:	Done	Activity Updated:	3/12/08 09:15AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/12/08 09:14AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Adv radio ant is in shark fin / cust had window tinting installed on vehicle. adv tint will not affect shark fin reception.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200807703874

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Coupe
Mileage:
Sale: 2/27/08 12:00AM
In Service Date: 2/27/08 12:00AM
Production Date: 1/8/08 12:00AM

Service Request

Service Request #: 200807703874
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/17/08 03:54PM
Created By: Hawley, Darlene
Rep Assigned: Hawley, Darlene
Date Assigned: 3/17/08 03:54PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/17/08 03:56PM
Close Rep: Hawley, Darlene
Issue Note: Customer Requests Contact from Customer Relations

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
left info for cust; close pend cb

Attachments

File Name	Comments



Customer Service Request Detail # 200807703874

Activity Status:	Done	Activity Updated:	3/17/08 03:56PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	bmwcr@atxg.com
Activity Created:	3/16/08 10:01AM	Email To:	ATXsurvey@BMWUSA.com; asnyder@atxg.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Customer Requests Contact from Customer Relations		

Note Created:	Note Created By:	Note Type:
		VIN: WBAWB73538F [REDACTED] CUSTOMER NAME: [REDACTED] E-MAIL: [REDACTED] CELL PHONE: [REDACTED] HOME PHONE: [REDACTED] Attention: Please contact customer, @Work Phone. CUSTOMER WANTS TO KNOW IF HE CAN ELIMINATE SEATBELT GONG, AND DOES VEHICLE COME WITH PANIC MODE OR ALARM

Activity Status:	Done	Activity Updated:	3/17/08 03:56PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	3/17/08 03:55PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Im for cust		

Note Created: 3/17/08 03:55PM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction
-------------------------------	----------------------------------	---------------------------------

advsd seat belt reminder cannot be turned off and refer to service for alarm.	
---	--



Customer Service Request Detail # 200807705570

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Coupe
Mileage:
Sale: 2/27/08 12:00AM
In Service Date: 2/27/08 12:00AM
Production Date: 1/8/08 12:00AM

Service Request

Service Request #: 200807705570
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/17/08 07:01PM
Created By: Collins, Dan
Rep Assigned: Collins, Dan
Date Assigned: 3/17/08 07:01PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/17/08 07:03PM
Close Rep: Collins, Dan
Issue Note: cust had various questions about features, alarm, etc

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advsd cust on alarm and volume

Attachments

File Name	Comments



Customer Service Request Detail # 200807705570

Activity Status:	Done	Activity Updated:	3/17/08 07:03PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/17/08 07:02PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust had various questions about features, alarm, etc		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200807705744

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi
Mileage:
Sale: 11/10/06 12:00AM
In Service Date: 11/10/06 12:00AM
Production Date: 10/11/06 12:00AM

Service Request

Service Request #: 200807705744
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/17/08 07:23PM
Created By: Brookins, Kristy
Rep Assigned: Brookins, Kristy
Date Assigned: 3/17/08 07:23PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/17/08 07:29PM
Close Rep: Brookins, Kristy
Issue Note: CCI about screen problems

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Wrtr ref to dlr

Attachments

File Name	Comments



Customer Service Request Detail # 200807705744

Activity Status:	Done	Activity Updated:	3/17/08 07:29PM
Activity Type	Customer Interaction	Activity Updated By:	Brookins, Kristy
Activity Assigned To:	Brookins, Kristy	Email From:	
Activity Created:	3/17/08 07:24PM	Email To:	
Activity Created By:	Brookins, Kristy		
Activity Description:	CCI about screen problems, wrtr ref to dlr and apologized, cust adv she is dissatisfied, wrtr adv speak with SM		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200807706379

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste: Apt 16e
City/State/Zip: Chicago, IL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i
Mileage:
Sale: 5/21/07 12:00AM
In Service Date: 5/21/07 12:00AM
Production Date: 4/13/07 12:00AM

Service Request

Service Request #: 200807706379
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/17/08 08:41PM
Created By: Collins, Dan
Rep Assigned: Collins, Dan
Date Assigned: 3/17/08 08:41PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/17/08 08:43PM
Close Rep: Collins, Dan
Issue Note: cust inquiring how to manually select radio station

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
assisted cust with radio questions

Attachments

File Name	Comments



Customer Service Request Detail # 200807706379

Activity Status:	Done	Activity Updated:	3/17/08 08:43PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/17/08 08:42PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring how to manually select radio station		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200807902629

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: Apt 2052
City/State/Zip: Chandler, AZ [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage: 16,500
Sale: 11/22/06 12:00AM
In Service Date: 11/22/06 12:00AM
Production Date: 9/22/06 12:00AM

Service Request

Service Request #: 200807902629
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/19/08 02:15PM
Created By: Barnes, Richard
Rep Assigned: Barnes, Richard
Date Assigned: 3/19/08 02:15PM
Assigned Dealer:
Identified Dealer: Chapman BMW on Camelback
Date Resolved:
Resolve Rep:
Date Closed: 3/19/08 02:27PM
Close Rep: Barnes, Richard
Issue Note: cci airbags did not deploy, air bag light on, car towed due to accident

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
wrt inf cust that airbags do not deploy in rear end collision

Attachments

File Name	Comments



Customer Service Request Detail # 200807902629

Activity Status:	Done	Activity Updated:	3/19/08 02:26PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	3/19/08 02:26PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci airbags did not deploy, air bag light on, car towed due to accident		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200808000849

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi
Mileage:
Sale: 2/28/07 12:00AM
In Service Date: 2/28/07 12:00AM
Production Date: 9/14/06 12:00AM

Service Request

Service Request #: 200808000849
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 3/20/08 09:48AM
Created By: Labatzky, Karen
Rep Assigned: Labatzky, Karen
Date Assigned: 3/28/08 12:19PM
Assigned Dealer:
Identified Dealer: BMW of Sterling
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 05:47PM
Close Rep: Labatzky, Karen
Issue Note: audio issues - can't hear anything, can't duplicate

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advised to either ask and allow the dealer to drive her car "normally" like she would or get to the dealer when it happens. customer got car to dealer while it was happening, there now.

Attachments

File Name	Comments
SHAFFER	



Customer Service Request Detail # 200808000849

Activity Status:	Done	Activity Updated:	3/20/08 09:56AM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/20/08 09:48AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	audio issues - can't hear anything, can't duplicate		
Note Created: 3/20/08 09:48AM		Note Created By: Labatzky, Karen	
		Note Type: Customer Interaction	
customer states intermittently the audio goes out. Very difficult to duplicate. Dealer has now and since Tuesday but now asking customer to pick up. Suggested she either ask the dealer and allow the dealer to keep driving car or drive to the dealer when it happens so that they can see what is going on and inspect the car when it's occurring.			
Activity Status:	Done	Activity Updated:	3/28/08 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/28/08 12:18PM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Letter attached.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/28/08 05:46PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/28/08 05:38PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	called customer		
Note Created: 3/28/08 05:46PM		Note Created By: Labatzky, Karen	
		Note Type: Customer Interaction	
Spoke to customer's husband. He advised it happened again and she got car right to the dealer. There now. Advised that was great, hopefully they'll get the chance to duplicate and id the problem.			



Customer Service Request Detail # 200808004195

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 1/9/08 12:00AM
In Service Date: 1/9/08 12:00AM
Production Date: 12/5/07 12:00AM

Service Request

Service Request #: 200808004195
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/20/08 06:24PM
Created By: Fitzgibbons, Jeff
Rep Assigned: Fitzgibbons, Jeff
Date Assigned: 3/20/08 06:24PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/20/08 06:28PM
Close Rep: Fitzgibbons, Jeff
Issue Note: SRS deactivation warning -- seeking guidance

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Advsd that system may be temporarily out of commission. Recommended passenger relocate to back seat and if problem not corrected after phased shut down procedure, to have center address issue under warranty

Attachments

File Name	Comments



Customer Service Request Detail # 200808004195

Activity Status:	Done	Activity Updated:	3/20/08 06:27PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	3/20/08 06:24PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	SRS deactivation warning -- seeking guidance		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200808401011

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325Ci Convertible
Mileage:
Sale: 12/29/06 12:00AM
In Service Date: 12/29/06 12:00AM
Production Date: 5/6/06 12:00AM

Service Request

Service Request #: 200808401011
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 3/24/08 10:53AM
Created By: Wood, Amber
Rep Assigned: Wood, Amber
Date Assigned: 3/24/08 10:53AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/24/08 10:55AM
Close Rep: Wood, Amber
Issue Note: technical advice

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
referred to service dept.

Attachments

File Name	Comments



Customer Service Request Detail # 200808401011

Activity Status:	Done	Activity Updated:	3/24/08 10:54AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	pmb@bkslawfirm.com
Activity Created:	3/22/08 11:14AM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		
Note Created:	Note Created By:	Note Type:	
		<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: WBABW33486F [REDACTED] ModelYear: 2006 MfgNme: BMW ModelNme: 325Ci Conv</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email [REDACTED]</p> <p>Comments: I am having trouble tuning a.m. radio stations. I set the control for manual tuning, but the stations will not advance digit by digit. For example, the closest I can get to a.m. 1320 is 1323; the closest I can get to a.m. 1150 is 1154. These are local stations. I also cannot program in the stations using of these can function. Do I need to replace the radio or am I missing something? Thanks.</p> <p>CustomerNo: 0 AccountId: firstName: [REDACTED] [REDACTED] [REDACTED] formId: 1001 Vins: WBABW33486F [REDACTED]</p>	
Activity Status:	Done	Activity Updated:	3/24/08 10:54AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/24/08 10:53AM	Email To:	[REDACTED]
Activity Created By:	Wood, Amber		
Activity Description:	RE: Vehicle Products [1-723264998]		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200808401011

Dear Mr.

Thank you for contacting BMW of North America, LLC regarding your 2006 BMW 325Ci. We were sorry to read of the concerns you have with your vehicle's radio.

We do not have the ability to advise you in a technical matter via e-mail. I suggest contacting the service team at your authorized BMW center directly, so they can review your concerns in person and provide technical support. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or ZIP code, on our website at www.bmwusa.com.

We are sorry we could not answer your question directly. If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Amber Wood
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/24/2008 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: Vehicle Products

VIN: WBABW33486F
ModelYear: 2006
MfgNme: BMW
ModelNme: 325Ci Conv

ContactBy: Email
ContactPhone: [REDACTED]
ContactTime: [REDACTED]
email: [REDACTED]

Comments: I am having trouble tuning a.m. radio stations. I set the control for manual tuning, but the stations will not advance digit by digit. For example, the closest I can get to a.m. 1320 is 1323; the closest I can get to a.m. 1150 is 1154. These are local stations. I also cannot program in the stations using of these can function. Do I need to replace the radio or am I missing something? Thanks.

CustomerNo: 0

AccountId:

Accountid:
firstName:



	... formid: 1001 Vins: WBABW33486F [REDACTED]
--	---



Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage: 7,802
Sale: 7/30/07 12:00AM
In Service Date: 7/30/07 12:00AM
Production Date: 7/3/07 12:00AM

Service Request

Service Request #: 200808503926
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/25/08 05:51PM
Created By: Phommaseng, Dee
Rep Assigned: Phommaseng, Dee
Date Assigned: 3/25/08 05:51PM
Assigned Dealer:
Identified Dealer: BMW of the Hudson Valley
Date Resolved:
Resolve Rep:
Date Closed: 3/25/08 06:02PM
Close Rep: Phommaseng, Dee
Issue Note: airbag/belt tensioner warning light came on in red

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Wtr adv airbag and/or belt tensioners systm may have failed & cust needs to tke to dlr to hav chkd immediately, wtr provided dlr phone #.

Attachments

File Name	Comments



Customer Service Request Detail # 200808503926

Activity Status:	Done	Activity Updated:	3/25/08 05:53PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	3/25/08 05:52PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	airbag/belt tensioner warning light came on in red		
Note Created:		Note Created By:	Note Type:



Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i
Mileage:
Sale: 3/4/08 12:00AM
In Service Date: 3/4/08 12:00AM
Production Date: 1/16/08 12:00AM

Service Request

Service Request #: 200808601159
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/26/08 11:02AM
Created By: Collins, Dan
Rep Assigned: Collins, Dan
Date Assigned: 3/26/08 11:02AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/26/08 11:03AM
Close Rep: Collins, Dan
Issue Note: cust inquiring how to activate alarm

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advsd cust alarm must be activated

Attachments

File Name	Comments



Customer Service Request Detail # 200808601159

Activity Status:	Done	Activity Updated:	3/26/08 11:03AM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/26/08 11:03AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring how to activate alarm		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200808603685

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i (SA)
Mileage:
Sale: 7/13/07 12:00AM
In Service Date: 7/13/07 12:00AM
Production Date: 5/4/07 12:00AM

Service Request

Service Request #: 200808603685
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/26/08 05:22PM
Created By: Harris, Ryan
Rep Assigned: Harris, Ryan
Date Assigned: 3/26/08 05:22PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/26/08 05:23PM
Close Rep: Harris, Ryan
Issue Note: CCI about how to use radio.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advised cust on how to set presets.

Attachments

File Name	Comments



Customer Service Request Detail # 200808603685

Activity Status:	Done	Activity Updated:	3/26/08 05:23PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/26/08 05:22PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI about how to use radio.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200809101646

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage: 21,000
Sale:
In Service Date:
Production Date: 3/3/07 12:00AM

Service Request

Service Request #: 200809101646
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 3/31/08 12:18PM
Created By: Daniels, Dominic
Rep Assigned: Mazanec, Carrie
Date Assigned: 3/31/08 12:33PM
Assigned Dealer:
Identified Dealer: I. G. Burton BMW
Date Resolved:
Resolve Rep:
Date Closed: 4/1/08 11:06AM
Close Rep: Mazanec, Carrie
Issue Note: cust, [REDACTED] states he was in accident and all airbags deployed

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200809101646

Activity Status:	Done	Activity Updated:	3/31/08 12:32PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	3/31/08 12:19PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	cust, Quan Lee states he was in accident and all airbags deployed		

Note Created: 3/31/08 12:19PM	Note Created By: Daniels, Dominic	Note Type: Customer Interaction
-------------------------------	-----------------------------------	---------------------------------

<p>states he rear ended another driver on 3/13/08 and all airbags deployed. states he was traveling 15 mph at most when accident occurred. states no one was injured. states veh currently at IG Burton dealer for repair. states he was advised by insurance agent to call to see if this is a recall issue and why all of the airbags deployed. states he can be reached at</p>	
---	--



Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i SULEV
Mileage:
Sale: 2/8/08 12:00AM
In Service Date: 2/8/08 12:00AM
Production Date: 1/7/08 12:00AM

Service Request

Service Request #: 200809103650
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 3/31/08 04:57PM
Created By: Harris, Ryan
Rep Assigned: Harris, Ryan
Date Assigned: 3/31/08 04:57PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/31/08 04:59PM
Close Rep: Harris, Ryan
Issue Note: CCI to see whether or not alarm is included in the veh.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advised alarm is not standard on veh and tire rotation is not recommended.

Attachments

File Name	Comments



Customer Service Request Detail # 200809103650

Activity Status:	Done	Activity Updated:	3/31/08 04:58PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/31/08 04:58PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI to see whether or not alarm is included in the veh. Cust also had questions about tire rotation.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200809202990

Customer

Name: Mr [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: Chicago, IL 606 [REDACTED]

Vehicle

Chassis # (US): E [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 12/31/07 12:00AM
In Service Date: 12/31/07 12:00AM
Production Date: 11/20/07 12:00AM

Service Request

Service Request #: 200809202990
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 4/1/08 02:33PM
Created By: Wood, Amber
Rep Assigned: Wood, Amber
Date Assigned: 4/1/08 06:58PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/4/08 02:04PM
Close Rep: Wood, Amber
Issue Note: dislikes new radio

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL06	NEW MODEL - FEATURES / OPTIONS / PRICE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
apologized for dissatisfaction.
apologized for dissatisfaction.

Attachments

File Name	Comments



Customer Service Request Detail # 200809202990

Activity Status:	Done	Activity Updated:	4/1/08 02:35PM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	[REDACTED]
Activity Created:	3/31/08 03:00PM	Email To:	ProductQuestions@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Technical Issues		

Note Created:	Note Created By:	Note Type:
		<p>3/31/2008 1:59:34 PM</p> <p>Name: [REDACTED]</p> <p>[REDACTED]</p> <p>Chicago, IL [REDACTED]</p> <p>Home Phone: [REDACTED]</p> <p>Work Phone: [REDACTED]</p> <p>Fax: [REDACTED]</p> <p>Daytime Phone: [REDACTED]</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Other Phone: [REDACTED]</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Year: 2008</p> <p>Model: 335xi Coupe</p> <p>VIN: E [REDACTED]</p> <p>Date Purchased: 01/05/2008</p> <p>Purchased From: Laurel</p> <p>Purchase State: Illinois</p> <p>Service Center: Laurel</p> <p>City: Westmont</p> <p>State: Illinois</p> <p>Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question / Request:</p> <p>Subject: Substandard performance of CD/MP3 unit on 2008 335Xi Coupe and unacceptable response from BMW NA Technical Support</p> <p>Dear Sirs,</p> <p>I am writing to bring to your attention the substandard performance of the CD/MP3 in dash unit in my 2008 335Xi Coupe and the unacceptable response from your technical support regarding this issue.</p> <p>I purchased my 2008 335Xi Coupe (VIN WBAWC73558E [REDACTED]) on 1/5/08. During these past three months I have noticed the following problems with the CD/MP3 in dash unit:</p> <ul style="list-style-type: none">- The unit cant perform continuous playback of commercial Audio Compact Discs where there is no gap between the songs (such as CDs with a club mix or a live performance) Instead of the standard gapless playback expected on these CDs, the unit audibly pauses between songs during a second or more disrupting the intended flow of the music.- The unit cant play MP3 CDs properly. Sound reproduction is peppered with random bursts of a loud buzzing noise as well as loss ...



... of audio for several seconds. This unit behavior renders the playback of MP3 CDs of unacceptable quality.

To make sure that there were no issues with the Audio CDs or MP3 CDs I was using I tested them on the following audio systems:

- My wifes 2007 BMW 335Xi Sedan in dash stock CD/MP3 unit
- My laptop CD unit using Winamp Media Player and Windows Media Player software
- My Philips CD/DVD/MP3 player from my home theater set up
- A friends 2006 VW Jetta in dash stock CD/MP3 unit

In all the cases above the Audio CDs and MP3 CDs performed just fine not presenting any of the issues previously described.

As a result I concluded that my CD/MP3 unit was defective and on 3/24/08 I took my car to my dealer, Laurel BMW of Westmont, IL. I provided Laurels service department with a continuous mix Audio CD for testing as the gap between tracks on Audio CDs is an issue pretty straightforward to test.

That evening Laurels Service Manager told me on the phone that they were able to confirm that the Audio CD I supplied for the tests worked just fine on another car but in effect failed to perform continuous playback in my cars unit. He also stated that they were discussing the matter with BMW of NA support to decide whether to send a new software or a replacement unit.

On 2/25/06 I was informed by Laurels Service Manager that a new CD/MP3 unit was on its way.

On the afternoon of 3/26/08 I was informed by Laurels Service Manager that the new unit had been received and installed on my car and that it showed the SAME problem with the Audio CD. Then, they tested the Audio CD in four 2008 cars that were in the showroom and in ALL of them showed the same abnormal behavior (while in 2007 cars playback was normal!!) After finding all this, the Service Manager told me that they contacted BMW of NA technical support again who AT THIS POINT (copying literally from my service invoice) stated:

Radio cutting in between continuous play tracks IS A NORMAL CONDITION with the new HD radios in the 2008 cars. 2007 vehicles like wifes car is not an HD radio.

I am appalled by this response. First, I do not have an HD radio installed in my car. My car is equipped with the stock CD/MP3 unit. Second, this is NOT a normal condition. This is clearly a design problem with the audio system that is NOT acceptable on any car, even less on a premium brand! Third, the response from your technical support stating as fact that I should put up with a lesser quality product is unacceptable and unbecoming of a company like BMW

According to Laurels Service Manager they cant do anything about this issue and is pretty much up to me to take the matter up with BMW of NA customer service which is exactly what I am doing.

I do not accept your technical support response to this problem and I would like to escalate this matter in your organization to discuss a proper solution to ...



Customer Service Request Detail # 200809202990

		... this issue. Looking forward to hear from you ASAP Best regards Jose Cancelo Cell: 1.312.493.1988 Office: 1.630.798.6135 e-mail: josecancelo@yahoo.com	
Activity Status:	Done	Activity Updated:	4/1/08 02:35PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	4/1/08 02:33PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	RE: BMW Products & Services Assistance : Technical Issues [1-728495258]		
Note Created:		Note Created By:	Note Type:



Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW 335xi Coupe. I was sorry to read of your dissatisfaction with your BMW. Please accept my apologies for the frustration and inconvenience you have experienced.

Please be assured the quality of our vehicles receives our constant attention. We appreciate your feedback on the radio, and will use your comments to improve our future models.

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

Sincerely,

Amber Wood
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 4/1/2008 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: BMW Products & Services Assistance : Technical Issues

3/31/2008 1:59:34 PM

Name: [REDACTED]

[REDACTED]
Chicago, IL [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Fax: [REDACTED]

Daytime Phone: [REDACTED]

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Other Phone: [REDACTED]

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Year: 2008

Model: 335xi Coupe

VIN: E062488

Date Purchased: 01/05/2008

Purchased From: Laurel

Purchase State: Illinois

Service Center: Laurel

City: Westmont

State: Illinois

Referred Via: na-ContactUs

Subject: Technical Issues

Question ...



... / Request:

Subject: Substandard performance of CD/MP3 unit on 2008 335Xi Coupe and unacceptable response from BMW NA Technical Support

Dear Sirs,

I am writing to bring to your attention the substandard performance of the CD/MP3 in dash unit in my 2008 335Xi Coupe and the unacceptable response from your technical support regarding this issue.

I purchased my 2008 335Xi Coupe (VIN WBAWC73558E [REDACTED]) on 1/5/08. During these past three months I have noticed the following problems with the CD/MP3 in dash unit:

- The unit cant perform continuous playback of commercial Audio Compact Discs where there is no gap between the songs (such as CDs with a club mix or a live performance) Instead of the standard gapless playback expected on these CDs, the unit audibly pauses between songs during a second or more disrupting the intended flow of the music.

- The unit cant play MP3 CDs properly. Sound reproduction is peppered with random bursts of a loud buzzing noise as well as loss of audio for several seconds. This unit behavior renders the playback of MP3 CDs of unacceptable quality.

To make sure that there were no issues with the Audio CDs or MP3 CDs I was using I tested them on the following audio systems:

- My wifes 2007 BMW 335Xi Sedan in dash stock CD/MP3 unit
- My laptop CD unit using Winamp Media Player and Windows Media Player software
- My Philips CD/DVD/MP3 player from my home theater set up
- A friends 2006 VW Jetta in dash stock CD/MP3 unit

In all the cases above the Audio CDs and MP3 CDs performed just fine not presenting any of the issues previously described.

As a result I concluded that my CD/MP3 unit was defective and on 3/24/08 I took my car to my dealer, Laurel BMW of Westmont, IL. I provided Laurels service department with a continuous mix Audio CD for testing as the gap between tracks on Audio CDs is an issue pretty straightforward to test.

That evening Laurels Service Manager told me on the phone that they were able to confirm that the Audio CD I supplied for the tests worked just fine on another car but in effect failed to perform continuous playback in my cars unit. He also stated that they were discussing the matter with BMW of NA support to decide whether to send a new software or a replacement unit.

On 2/25/06 I was informed by Laurels Service Manager that a new CD/MP3 unit was on its way.

On the afternoon of 3/26/08 I was informed by Laurels Service Manager that the new unit had been received and installed on my car and that it showed the SAME problem with the Audio CD. Then, they tested the Audio CD in four 2008 cars that were in the showroom and in ALL ...



		<p>... of them showed the same abnormal behavior (while in 2007 cars playback was normal!!) After finding all this, the Service Manager told me that they contacted BMW of NA technical support again who AT THIS POINT (copying literally from my service invoice) stated:</p> <p>Radio cutting in between continuous play tracks IS A NORMAL CONDITION with the new HD radios in the 2008 cars. 2007 vehicles like wifes car is not an HD radio□</p> <p>I am appalled by this response. First, I do not have an HD radio installed in my car. My car is equipped with the stock CD/MP3 unit. Second, this is NOT a normal condition. This is clearly a design problem with the audio system that is NOT acceptable on any car, even less on a premium brand! Third, the response from your technical support stating as fact that I should put up with a lesser quality product is unacceptable and unbecoming of a company like BMW</p> <p>According to Laurels Service Manager they cant do anything about this issue and is pretty much up to me to take the matter up with BMW of NA customer service which is exactly what I am doing.</p> <p>I do not accept your technical support response to this problem and I would like to escalate this matter in your organization to discuss a proper solution to this issue.</p> <p>Looking forward to hear from you ASAP</p> <p>Best regards</p> <p>[REDACTED]</p>	
Activity Status: Done		Activity Updated: 4/1/08 06:58PM	
Activity Type: Customer Interaction		Activity Updated By: Schafer, Darci	
Activity Assigned To: Schafer, Darci		Email From:	
Activity Created: 4/1/08 06:58PM		Email To:	
Activity Created By: Schafer, Darci			
Activity Description: cci upset that cust 2008 audio system performs worse than 2007.Cust would like cb 312-453-1988.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 4/1/08 07:00PM	
Activity Type: Customer Interaction		Activity Updated By: Schafer, Darci	
Activity Assigned To: Schafer, Darci		Email From:	
Activity Created: 4/1/08 07:00PM		Email To:	
Activity Created By: Schafer, Darci			
Activity Description: Writer emailed Amber of call.			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200809202990

Activity Status:	Done	Activity Updated:	4/2/08 06:47PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/2/08 06:47PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cci for amber. adv amber is not available, offered to xfer into amber's vm. cust state he will call back.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/4/08 09:55AM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	4/4/08 09:55AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	received call from customer but his phone cut out while he was explaining his concern		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/4/08 02:03PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	4/4/08 10:52AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer		
Note Created: 4/4/08 10:52AM		Note Created By: Wood, Amber	
		Note Type: Customer Interaction	
Customer states that			
Note Created: 4/4/08 02:03PM		Note Created By: Wood, Amber	
		Note Type: Customer Interaction	
Customer states that he should not have a radio that does not play CDs all the way through without pausing between tracks. Writer apologized and advised that i would forward his suggestion.			



Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i
Mileage:
Sale: 11/10/06 12:00AM
In Service Date: 11/10/06 12:00AM
Production Date: 10/6/06 12:00AM

Service Request

Service Request #: 200809503958
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/4/08 06:11PM
Created By: Daniels, Dominic
Rep Assigned: Daniels, Dominic
Date Assigned: 4/4/08 06:11PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/4/08 06:13PM
Close Rep: Daniels, Dominic
Issue Note: cust states radio turned off and back on like power surge

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
writer advised cust to take veh to dealer

Attachments

File Name	Comments



Customer Service Request Detail # 200809503958

Activity Status:	Done	Activity Updated:	4/4/08 06:13PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	4/4/08 06:12PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	cust states radio turned off and back on like power surge		
Note Created:		Note Created By:	Note Type:



Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 3/31/08 12:00AM
In Service Date: 3/31/08 12:00AM
Production Date: 2/29/08 12:00AM

Service Request

Service Request #: 200809903627
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/8/08 05:48PM
Created By: DiSalvo, Hank
Rep Assigned: DiSalvo, Hank
Date Assigned: 4/8/08 05:48PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/8/08 05:51PM
Close Rep: DiSalvo, Hank
Issue Note: cust had airbag questions

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
advsd cust of info

Attachments

File Name	Comments



Customer Service Request Detail # 200809903627

Activity Status:	Done	Activity Updated:	4/8/08 05:50PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/8/08 05:48PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cust had airbag questions		
Note Created: 4/8/08 05:49PM		Note Created By: DiSalvo, Hank	Note Type: Customer Interaction
advsd only dealer can de-activate airbags (written consent req) and its not recomned for children to ride in front seat at all			



Customer Service Request Detail # 200810000474

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i SA
Mileage:
Sale: 2/9/08 12:00AM
In Service Date: 2/9/08 12:00AM
Production Date: 11/15/07 12:00AM

Service Request

Service Request #: 200810000474
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/9/08 09:09AM
Created By: Ellis, Jeremy
Rep Assigned: Ellis, Jeremy
Date Assigned: 4/9/08 09:09AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/9/08 09:10AM
Close Rep: Ellis, Jeremy
Issue Note: Assisted cust with locating nearest dlr to inspect idrive / provided siruis # to activate radio.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Assisted cust with locating nearest dlr to inspect idrive / provided siruis # to activate radio.

Attachments

File Name	Comments



Customer Service Request Detail # 200810000474

Activity Status:	Done	Activity Updated:	4/9/08 09:10AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/9/08 09:10AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Assisted cust with locating nearest dlr to inspect idrive / provided siruis # to activate radio.		
Note Created:		Note Created By:	Note Type:



Customer

Name: [REDACTED]
[REDACTED] on Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Hot Springs, AR [REDACTED]

Service Request

Service Request #: 200810501100
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/14/08 11:22AM
Created By: Roach, Casey
Rep Assigned: Roach, Casey
Date Assigned: 4/14/08 11:22AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/14/08 11:29AM
Close Rep: Roach, Casey
Issue Note: Technical help setting clock.

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i (SA)
Mileage:
Sale: 4/4/08 12:00AM
In Service Date: 11/30/07 12:00AM
Production Date: 7/11/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Provided assistance setting the clock from 24 hour to 12 hour.

Attachments

File Name	Comments



Customer Service Request Detail # 200810501100

Activity Status:	Done	Activity Updated:	4/14/08 11:27AM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	4/14/08 11:26AM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Technical help setting clock.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200810602210

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 11/19/07 12:00AM
In Service Date: 11/19/07 12:00AM
Production Date: 11/3/07 12:00AM

Service Request

Service Request #: 200810602210
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 4/15/08 04:22PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 4/15/08 04:22PM
Assigned Dealer: New Century BMW
Identified Dealer: New Century BMW
Date Resolved:
Resolve Rep:
Date Closed: 4/16/08 12:29PM
Close Rep: Coil, Jarrod
Issue Note: cci with questions on alarm system - being told veh does not have motion sensor, manual show it does

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
writer apologized for confusion and frustration and referred cust to dealership if he would like to have system uninstalled and refunded for system. writer adv there are many items within manual which are listed that are not avail within the U.S. writer

Attachments

File Name	Comments



Customer Service Request Detail # 200810602210

Activity Status:	Done	Activity Updated:	4/15/08 04:26PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/15/08 04:23PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci with questions on alarm system - being told veh does not have motion sensor, manual show it does		
Note Created: 4/15/08 04:25PM		Note Created By: Coil, Jarrod	
		Note Type: Customer Interaction	
cust stts he had alarm system installed in veh, and is being told alarm does not have motion sensor. cust stts manual states otherwise. writer adv he was not certain on design of system and sttd would need to research and return call.			
Activity Status:	Done	Activity Updated:	4/16/08 11:29AM
Activity Type	General	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/16/08 11:29AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	motion sensor alarm not avail for E93, avail on E46 and Z4, not current 3 conv		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/16/08 12:29PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/16/08 12:24PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, see notes		
Note Created: 4/16/08 12:25PM		Note Created By: Coil, Jarrod	
		Note Type: Customer Interaction	
adv cust that alarm system does not come with motion sensor. writer adv avail in European model. writer adv asterisk in owners manual indicates feature may/may not be avail within the U.S. cust very unhappy and feels the manual is misleading. cust stts the only reason he purchased alarm was for motion sensor. writer apologized for confusion and frustration and referred cust to dealership if he would like to have system uninstalled and refunded for system. writer adv there are many items within manual which are listed that are not avail within the U.S. writer adv would document complaint regarding misleading info in owners manual			



Customer Service Request Detail # 200810803093

Customer

Name: Mr [REDACTED]
[REDACTED] :
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Kemah, TX [REDACTED]

Vehicle

Chassis # (US):	F [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	328i Convertible
Mileage:	16,135
Sale:	4/21/07 12:00AM
In Service Date:	4/21/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	200810803093
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/17/08 03:14PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	4/17/08 03:14PM
Assigned Dealer:	
Identified Dealer:	Advantage BMW of Clear Lake
Date Resolved:	
Resolve Rep:	
Date Closed:	4/17/08 04:52PM
Close Rep:	Labatzky, Karen
Issue Note:	continuation of 200730902000

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarr	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
we discussed and he understands why we can't indiscriminately replace parts. Apologized for the way the SA treated his wife - she asked what they did and he said to her to read the RO

Attachments

File Name	Comments



Customer Service Request Detail # 200810803093

Activity Status:	Done	Activity Updated:	4/17/08 03:16PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/17/08 03:15PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	continuation of 200730902000		
Note Created: 4/17/08 03:15PM Note Created By: Labatzky, Karen Note Type: Customer Interaction			
BMW Assist called because she just assisted the customer w/ a remote door unlock. He described to her the same complaint that happened in Nov. 2007 and complained too that no one has followed up with him. Customer asked for us to call him back [REDACTED] and/or [REDACTED]			
Activity Status:	Done	Activity Updated:	4/17/08 04:52PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/17/08 04:12PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	called customer [REDACTED]		
Note Created: 4/17/08 04:13PM Note Created By: Labatzky, Karen Note Type: Customer Interaction			
customer states the dealer is "crappy". Besides that, the dealer hasn't found a fault or problem with the car. Rear end out of alignment and two valve stem caps are missing. He says dealer is the only one who puts air in tires... key in purse and box on seat/purse, locked the car and this is when he called the remote unlocking.			
Note Created: 4/17/08 04:24PM Note Created By: Labatzky, Karen Note Type: Customer Interaction			
advised customer that dealer does need something to go on to make the repair, regardless of going to this dealer or another, the problem is the same, the dealer needs a fault code or duplication to know what to do with the vehicle. It is very frustrating but going elsewhere, don't be surprised if the same thing occurs.			



Customer Service Request Detail # 200810803916

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage: 14,000
Sale: 10/24/06 12:00AM
In Service Date: 10/24/06 12:00AM
Production Date: 9/20/06 12:00AM

Service Request

Service Request #: 200810803916
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 4/17/08 05:02PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 4/17/08 05:02PM
Assigned Dealer: BMW of Monrovia
Identified Dealer: BMW of Monrovia
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 03:48PM
Close Rep: Coil, Jarrod
Issue Note: cci seeking replacement vehicle, mulitple issues/repairs

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	BRAKES	3400	BRAKES

Solution Notes

Solution
spoke with cust, adv of 2 lease payment offer.

Attachments

File Name	Comments



Customer Service Request Detail # 200810803916

Activity Status:	Done	Activity Updated:	4/21/08 02:03PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/17/08 05:02PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking replacement vehicle, mulitple issues/repairs		
Note Created: 4/17/08 05:03PM		Note Created By: Coil, Jarrod	
		Note Type: Customer Interaction	
<p>cust stts he had to take veh 4 times into serv for NAV issues. cust stts they had to replace CCC unit. cust stts he couldn't use radio/nav/sat radio for 2 mths. cust stts he continued to make full payments. cust stts he started having issues with brake lights. cust stts DSC light came on in veh, and brakes went out. cust stts the veh is back in serv again. cust stts he also had recall work performed on veh. cust stts he would like BMW to replace his veh with a 2008. cust stts an engine malfunction light came on yesterday. cust contact# [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	4/24/08 03:39PM
Activity Type	General	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	4/17/08 05:20PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 4/17/08 05:20PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 31642 on Thu Apr 17 17:20:24 EDT 2008			
Activity Status:	Done	Activity Updated:	4/21/08 02:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/21/08 02:02PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for SM Jerry Lytton		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/23/08 03:51PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/23/08 03:51PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for SM Jerry Lytton		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200810803916

Activity Status:	Done	Activity Updated:	4/24/08 01:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/24/08 01:07PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Jerry Lytton		
Note Created: 4/24/08 01:18PM		Note Created By: Coil, Jarrod	
		Note Type: Dealer Interaction	
<p>Jerry stts cust main issue is with start of veh. Jerry stts it takes 2 extra seconds to start and it bothers the cust. This last serv the high pressure fuel pump was replaced.</p> <p>April 16-18 2008 - 3 days, High Pressure Fuel pump replacement</p> <p>Nov. 28th 2007 - 1 day, Recall work, oil service</p> <p>June 14-15 - 2 days - High Pressure Fuel pump replacement</p> <p>March-April 07 - 12 days, Vehicle was left for testing purposes, trying to duplicate issue</p> <p>April 24-25 - 2 days, DSC indicator</p> <p>March 16, 1 day - replaced taillight bulb</p> <p>Nick Alexander Service</p> <p>Feb 07- replaced rear taillight bulb, burned out; CCC needed to be replaced, iDrive issues</p>			
Activity Status:	Done	Activity Updated:	4/24/08 02:07PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/24/08 01:37PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	emailed Tony Cumella for escalation of case		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 02:36PM
Activity Type	Field Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/24/08 02:07PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Emailed AMM Shane Zapcic SN		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 02:53PM
Activity Type	Field Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/24/08 02:36PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Emailed AMM Shane SN		
Note Created: 4/24/08 02:37PM		Note Created By: Cumella, Anthony	
		Note Type: Field Interaction	



Customer Service Request Detail # 200810803916

Hello Shane,

Never ending!

Per Below the customer is requesting to be taken out of the 2007, and be put into a 2008. The vehicle has about 21 days down per Jerry, service manager at Monrovia. The vehicle has had 2 High Pressure Fuel pumps replaced, and is also complaining about the CCC, radio, navigation, radio, and tail light problems. Jerry states they haven't been able to reproduce some of the customer concerns, he doesn't feel we should replace the vehicle.

I wanted to see if this is something we would consider.

Let me know your thoughts!

Tony

Chassis: P031218

In service: 10/24/2006

Miles: 14,000

Model: 2007 335i Coupe

Customer's Issue:

The customer claims he has had numerous issues with the CCC unit in the vehicle. Customer also claims there have been issues with the rear taillight burning out as well as repeat issues with a delayed start. The customer states he was unable to use his radio/nav/sat system for 2 months.

Customer's Request:

The customer is requesting BMW replace his vehicle with a 2008 335i Coupe.

Dealer Input:

Jerry doesn't feel there is any need to replace vehicle. Jerry states the vehicle has around 21 days down. There have been 2 fuel pumps replaced on the vehicle. Jerry states some issues could never be duplicated.

April 16-18 2008 - 3 days, High Pressure Fuel pump replacement

Nov. 28th 2007 - 1 day, Recall work, oil service

June 14-15 - 2 days - High Pressure Fuel pump replacement

March-April 07 -

Activity Status:	Done	Activity Updated:	4/24/08 02:55PM
Activity Type	Field Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/24/08 02:53PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	AMM Shane response GW 2 payments no buyback. SN		

Note Created: 4/24/08 02:53PM

Note Created By: Cumella, Anthony

Note Type: Field Interaction



Customer Service Request Detail # 200810803916

<p>Hello Tony.</p> <p>This vehicle does not meet our repurchase criteria. Please offer to reimburse the customer for 2 lease payment for his inconvenience and time out of service.</p> <p>Regards,</p> <p>Shane Zapcic Aftersales Market Manager BMW of North America, LLC 805-657-3356 mobile 661-274-9259 fax shane.zapcic@bmwna.com</p>			
Activity Status:	Done	Activity Updated:	4/24/08 03:44PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/24/08 03:44PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, adv of 2 lease payment offer.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200810902340

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 4/11/08 12:00AM
In Service Date: 4/11/08 12:00AM
Production Date: 3/8/08 12:00AM

Service Request

Service Request #: 200810902340
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/18/08 04:26PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 4/18/08 04:26PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/18/08 04:27PM
Close Rep: Coil, Jarrod
Issue Note: cci seeking info on alarm system, red light on RVM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
adv alarm system is dealer installed accessory.

Attachments

File Name	Comments



Customer Service Request Detail # 200810902340

Activity Status:	Done	Activity Updated:	4/18/08 04:27PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/18/08 04:26PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking info on alarm system, red light on RVM		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200810902552

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible SULEV
Mileage: 7,300
Sale: 4/24/07 12:00AM
In Service Date: 4/24/07 12:00AM
Production Date: 3/14/07 12:00AM

Service Request

Service Request #: 200810902552
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/18/08 04:56PM
Created By: DiSalvo, Hank
Rep Assigned: Mazanec, Carrie
Date Assigned: 4/18/08 05:18PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/21/08 01:56PM
Close Rep: Mazanec, Carrie
Issue Note: SPI...Airbag didnt deploy during accident

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200810902552

Activity Status:	Done	Activity Updated:	4/18/08 05:11PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/18/08 04:56PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	SPI...Airbag didnt deploy during accident		
Note Created: 4/18/08 04:56PM		Note Created By: DiSalvo, Hank	
		Note Type: Customer Interaction	
<p>cust granddaughter [REDACTED] who drives veh) advsd that she was involved in a serious accident recently where veh was t-boned by anothr veh making illegal left turn...jessica advsd it was a pretty strong impact and doesnt know why none of the airbags deployed...cust sd that veh was taken to spectrum collision 949 597 8200 and shes been working with craig borja...cust sd that this is the same collision shop that veh was taken to about a year ago when it was stolen and wrecked into anothr veh then and craig sd that according to the records the airbags didnt deploy that time either....cust sd that she hasnt gone to hospital (no med insur) but her shoulders are very sore and she is still in pain...i advsd cust that case will be forwarded for further investigation and cust sd best number to follow up with her at is her cell phone: [REDACTED] (cust sd to please only call this number because she doesnt want her grandfather to worry about her)</p>			
Activity Status:	Done	Activity Updated:	4/18/08 05:16PM
Activity Type	Corporate Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/18/08 05:16PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	sent email to Carrie		
Note Created: 4/18/08 05:16PM		Note Created By: DiSalvo, Hank	
		Note Type: Corporate Interaction	
<p>Hello Carrie,</p> <p>I'm going to forward this SPI Airbag case to you. I documented all of the details in the notes and advised the cust she will receive a follow up call so more of her questions can be answered.</p> <p>Also, she only wanted to be contacted on her cell phone [REDACTED] so her grandfather doesnt worry about her!</p> <p>Thanks, Hank DiSalvo Customer Relations and Services</p> <p>Telephone 800 831 1117 x 8516 Mailing address PO Box 1227 Westwood, NJ 07675</p>			



Customer Service Request Detail # 200811202399

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage: 12,000
Sale: 1/16/07 12:00AM
In Service Date: 1/16/07 12:00AM
Production Date: 10/26/06 12:00AM

Service Request

Service Request #: 200811202399
Brand: BMW
Type: Potential Lemon Law
Current Status: Closed
Date Opened: 4/21/08 02:45PM
Created By: Sturm, Brandi
Rep Assigned: McDonald, Nancy
Date Assigned: 4/21/08 02:48PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/23/08 04:00PM
Close Rep: McDonald, Nancy
Issue Note: Raffi Mansourian - Atty Demand for CA Lemon Law re
SRS Light and other issues.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
attorney refused BB offer due to attorney fees

Attachments

File Name	Comments
[REDACTED] - Service Hi	
[REDACTED] - Lease Agr	
[REDACTED] - Defect No	



Customer Service Request Detail # 200811202399

Activity Status:	Done	Activity Updated:	4/21/08 02:47PM
Activity Type	General	Activity Updated By:	Sturm, Brandi
Activity Assigned To:	Sturm, Brandi	Email From:	
Activity Created:	4/21/08 02:47PM	Email To:	
Activity Created By:	Sturm, Brandi		
Activity Description:	Raffi Mansourian - Atty Demand for CA Lemon Law re SRS Light and other issues.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/21/08 03:07PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/21/08 03:05PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	acknowledgement to attorney		
Note Created: 4/21/08 03:06PM		Note Created By: McDonald, Nancy	Note Type: Customer's Attorney
<p>RE: Client Grigor Narinian / 2006 BMW X5 / VIN LY44077</p> <p>Dear Counsel:</p> <p>Your office contacted BMW of North America, LLC on behalf of your client Grigor Narinian, regarding a 2006 BMW X5.</p> <p>Senior members of BMW's management team are now reviewing the owner history and service records for this vehicle. We will soon contact you to discuss the findings and recommendations.</p> <p>We thank you for your cooperation in bringing a fair and prompt resolution to this concern.</p>			
Activity Status:	Done	Activity Updated:	4/21/08 03:11PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/21/08 03:11PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	critical to market team		
Note Created: 4/21/08 03:11PM		Note Created By: McDonald, Nancy	Note Type: Field Interaction



Customer Service Request Detail # 200811202399

From: McDonald Nancy, V2-US-A-51
Sent: Monday, April 21, 2008 3:11 PM
To: Zapcic Shane, V2-US-V-3-A; Barsegyan Gary, V2-US-V-3-A; Huzyak Ed, V2-US-V-3-A; Walsh Mark, V2-US-V-34
Subject: Critical [REDACTED] F [REDACTED] 2007
328 Center BMW

[REDACTED]
Frank Mansourian-attorney
F [REDACTED]
2007 BMW 328
Center BMW

We received an attorney letter for this VIN. The VIN is on our data base please review the history has according to DCS there are 2 repairs done for airbag/seat occupancy issues under warranty. Let me know what action should be taken, thanks

Sincerely,

Nancy McDonald
Customer Relations & Service

Telephone:
201-263-8225
800-831-1117 ext 8225
Fax:
201-930-8484
Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	4/22/08 01:26PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/22/08 01:22PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Gary RTE		

Note Created: 4/22/08 01:22PM

Note Created By: McDonald, Nancy

Note Type: Field Interaction



Customer Service Request Detail # 200811202399

From: Barsegyan Gary, V2-US-V-3-A
Sent: Tuesday, April 22, 2008 1:13 PM
To: McDonald Nancy, V2-US-A-51; Zapcic Shane, V2-US-V-3-A; Huzyak Ed, V2-US-V-3-A; Walsh Mark, V2-US-V-34
Subject: RE: Critical [REDACTED] F [REDACTED]
2007 328 Center BMW

Nancy,

There are 4 SRS repairs per DCS history.

Center BMW performed SRS repairs in March 2008. DCS was flagged in November 2007.

Gary Barsegyan
BMW of North America LLC
Regional Technical Engineer
(818) 383-2477 Mobile
(818) 308-6755 Fax

Activity Status: Done
Activity Type: Field Interaction
Activity Assigned To: McDonald, Nancy
Activity Created: 4/22/08 01:22PM
Activity Created By: McDonald, Nancy
Activity Description: email to market team

Activity Updated: 4/22/08 01:25PM
Activity Updated By: McDonald, Nancy
Email From:
Email To:

Note Created: 4/22/08 01:24PM

Note Created By: McDonald, Nancy

Note Type: Field Interaction

From: McDonald Nancy, V2-US-A-51
Sent: Tuesday, April 22, 2008 1:19 PM
To: Barsegyan Gary, V2-US-V-3-A; Zapcic Shane, V2-US-V-3-A; Huzyak Ed, V2-US-V-3-A; Walsh Mark, V2-US-V-34
Subject: RE: Critical [REDACTED] F [REDACTED]
2007 328 Center BMW

Gary

So I assume we need to repurchase this vehicle!

Nancy

Activity Status: Done
Activity Type: Field Interaction
Activity Assigned To: McDonald, Nancy
Activity Created: 4/23/08 11:21AM
Activity Created By: McDonald, Nancy
Activity Description: email from Shane AMM

Activity Updated: 4/23/08 11:22AM
Activity Updated By: McDonald, Nancy
Email From:
Email To:

Note Created: 4/23/08 11:22AM

Note Created By: McDonald, Nancy

Note Type: Field Interaction



Customer Service Request Detail # 200811202399

From: Zapcic Shane, V2-US-V-3-A
Sent: Tuesday, April 22, 2008 6:23 PM
To: Barsegyan Gary, V2-US-V-3-A; McDonald Nancy, V2-US-A-51
Subject: RE: Critical [REDACTED]
2007 328 Center BMW

Please move forward with the repurchase due to repeated SRS concerns.
I will counsel with Center management.

Regards,

Shane Zapcic
Aftersales Market Manager
BMW of North America, LLC
805-657-3356 mobile
661-274-9259 fax
shane.zapcic@bmwna.com

Activity Status:	Done	Activity Updated:	4/23/08 03:18PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/23/08 03:12PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email w/settlement to attorney		

Note Created: 4/23/08 03:17PM

Note Created By: McDonald, Nancy

Note Type: Customer's Attorney



Customer Service Request Detail # 200811202399

From: McDonald Nancy, V2-US-A-51
Sent: Wednesday, April 23, 2008 3:17 PM
To: 'Raffi Mansourian'
Subject: [REDACTED] F [REDACTED]

Raffi

Attached is our settlement, please present our offer to your client and let me know if they accept our offer,

Down Payment \$3,000.00

Payments \$5,998.51

DMV \$257.00

Attorney fee \$2,000.00

Less mileage offset of 6,111 miles

Sincerely,

Nancy McDonald
Customer Relations & Service

Telephone:
201-263-8225
800-831-1117 ext 8225

Fax:
201-930-8484

Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	4/23/08 03:49PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/23/08 03:48PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from attorney		

Note Created: 4/23/08 03:48PM

Note Created By: McDonald, Nancy

Note Type: Customer's Attorney

From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net]
Sent: Wednesday, April 23, 2008 3:28 PM
To: McDonald Nancy, V2-US-A-51
Subject: Re: [REDACTED] F [REDACTED]

Nancy, we will not agree to settle this matter for the attorneys' fees you have provided.
-----Original Message-----



Customer Service Request Detail # 200811202399

Activity Status:	Done	Activity Updated:	4/23/08 03:49PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/23/08 03:48PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to attorney		
Note Created: 4/23/08 03:49PM		Note Created By: McDonald, Nancy	
Note Type: Customer's Attorney			
<p>-----Original Message----- From: McDonald Nancy, V2-US-A-51 Sent: Wednesday, April 23, 2008 3:48 PM To: 'rmansourian@sbcglobal.net' Subject: RE: [REDACTED] F [REDACTED]</p> <p>Raffi</p> <p>Based on this email should I close our file?</p> <p>Nancy</p>			
Activity Status:	Done	Activity Updated:	4/23/08 03:59PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	4/23/08 03:59PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from attorney		
Note Created: 4/23/08 03:59PM		Note Created By: McDonald, Nancy	
Note Type: Customer's Attorney			
<p>From: Raffi Mansourian [mailto:rmansourian@sbcglobal.net] Sent: Wednesday, April 23, 2008 3:50 PM To: McDonald Nancy, V2-US-A-51 Subject: Re: [REDACTED] F [REDACTED]</p> <p>If that is what BMWNA wants to do that is fine-- we will litigate the issues that are the subject matter of this case, including the attorneys' fees issue.</p>			



Customer Service Request Detail # 200811304531

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi
Mileage: 200
Sale: 3/31/08 12:00AM
In Service Date: 3/31/08 12:00AM
Production Date: 1/24/08 12:00AM

Service Request

Service Request #: 200811304531
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/22/08 06:28PM
Created By: Bogdanovitch, Jason
Rep Assigned: Bogdanovitch, Jason
Date Assigned: 4/22/08 06:28PM
Assigned Dealer:
Identified Dealer: BMW of Bellevue
Date Resolved:
Resolve Rep:
Date Closed: 4/22/08 06:32PM
Close Rep: Bogdanovitch, Jason
Issue Note: i-pod adapter.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
after market information.

Attachments

File Name	Comments



Customer Service Request Detail # 200811304531

Activity Status:	Done	Activity Updated:	4/22/08 06:32PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/22/08 06:31PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	i-pod adapter.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200811502197

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328iT
Mileage:
Sale: 2/12/07 12:00AM
In Service Date: 2/12/07 12:00AM
Production Date: 11/24/06 12:00AM

Service Request

Service Request #: 200811502197
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/24/08 02:38PM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 4/24/08 02:38PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 02:40PM
Close Rep: Greer, Ryan
Issue Note: cci wanting to know weight requirement for pass airbag sensor

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
advised customer that weight needs to be 85lbs and up

Attachments

File Name	Comments



Customer Service Request Detail # 200811502197

Activity Status:	Done	Activity Updated:	4/24/08 02:40PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	4/24/08 02:40PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	cci wanting to know weight requirement for pass airbag sensor		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200811502582

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: Valley Stream, NY [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible SULEV
Mileage:
Sale: 5/21/07 12:00AM
In Service Date: 5/21/07 12:00AM
Production Date: 4/20/07 12:00AM

Service Request

Service Request #: 200811502582
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 4/24/08 03:35PM
Created By: Vlaovich, Leonora
Rep Assigned: Mauthe, Liz
Date Assigned: 4/25/08 11:14AM
Assigned Dealer:
Identified Dealer: BMW of Bayside
Date Resolved:
Resolve Rep:
Date Closed: 6/2/08 04:50PM
Close Rep: Mauthe, Liz
Issue Note: Intermittent hesitation problem; GPS ping. Cst wants another car.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Closed pending cust. decision to accept gw offer of \$4K and trade assist.

Attachments

File Name	Comments
[REDACTED] - RTE Inspect	



Customer Service Request Detail # 200811502582

Activity Status:	Done	Activity Updated:	4/24/08 03:37PM
Activity Type	General	Activity Updated By:	Vlaovich, Leonora
Activity Assigned To:	Vlaovich, Leonora	Email From:	
Activity Created:	4/24/08 03:36PM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Intermittent hesitation problem; GPS ping.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/25/08 03:36PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/25/08 03:36PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called cust. and left vm.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/25/08 03:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/25/08 03:37PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called Service Mgr, Ramon Castro, and left msg.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/28/08 10:23AM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/28/08 10:17AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Spoke to Ray Castro, Svc. Mgr. see notes		
Note Created: 4/28/08 10:20AM		Note Created By: Mauthe, Liz	
		Note Type: Dealer Interaction	
Ray will speak to Client Advisor regarding cust. request to be put in another 3 Series Cv.			
Activity Status:	Done	Activity Updated:	4/28/08 11:01AM
Activity Type	Marketing Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/28/08 11:01AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		
Note Created: 4/28/08 11:01AM		Note Created By: Mauthe, Liz	
		Note Type: Marketing Interaction	



Customer Service Request Detail # 200811502582

From: Mauthe Elizabeth, (T)
Sent: Monday, April 28, 2008 11:01 AM
To: Tanderup Stephen, V2-US-V-12
Cc: 'raycastro@bmwbayside.com'
Subject: [REDACTED] - 2007 328i Cv - F [REDACTED] - BMW Bayside

Customer: [REDACTED]
Vehicle: 2007 328i Conv / F [REDACTED]
Dealer: BMW Bayside

Issues: This is customer's second BMW, both purchased from BMW Bayside. Customer states vehicle has been serviced numerous times since the in service date which was 5/21/07. Customer complaints include a pinging noise as well as hesitation.

Customer states dealer has not been able to resolve his complaints, even after replacing the fuel with high test gasoline. Other complaints include having the sensor system replaced (he waited for the parts to arrive from Germany and it took over a month), and car is still left with the pinging noise.

Customer states that he was given a 3 Series CV loaner and he did not experience any hesitation or pinging noise. Customer is requesting that the vehicle be taken back and replaced with another. Vehicle has approx. 8,000 miles.

Kind regards,

Liz Mauthe
Customer Relations and Services
Representative
V2-US-A-5

Telephone
(201) 263-8216
(800) 831-1117 ext. 8216
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	4/28/08 11:01AM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/28/08 11:01AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Ray Castro states veh. has only 12 days down.		

Note Created:

Note Created By:

Note Type:



Customer Service Request Detail # 200811502582

Activity Status:	Done	Activity Updated:	4/29/08 01:00PM
Activity Type	Marketing Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/29/08 12:58PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		
Note Created: 4/29/08 12:59PM Note Created By: Mauthe, Liz Note Type: Marketing Interaction			
<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, April 29, 2008 12:58 PM To: Tanderun Stephen, V2-US-V-12 Subject: [REDACTED] - 2007 328i Cv - F [REDACTED] - BMW Bayside</p> <p>Steve,</p> <p>Can you please let me know when Curtis can inspect the car? I need to set up an appointment with Mr. Glenn.</p> <p>Thanks</p> <p>Kind regards,</p> <p>Liz Mauthe Customer Relations and Services Representative V2-US-A-5</p>			
Activity Status:	Done	Activity Updated:	4/29/08 12:59PM
Activity Type	Marketing Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/29/08 12:59PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Spoke to Steve who will contact RTE to set up appt.		
Note Created: Note Created By: Note Type:			
Activity Status:	Done	Activity Updated:	4/30/08 10:57AM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/30/08 10:53AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	RTE will be at Bayside 5/19.		
Note Created: 4/30/08 10:57AM Note Created By: Mauthe, Liz Note Type: Field Interaction			



From: Skousen Curtis, V2-US-V-1-A
Sent: Wednesday, April 30, 2008 12:06 AM
To: Tanderup Stephen, V2-US-V-12; Mauthe Elizabeth, (T)
Subject: RE: [REDACTED] - 2007 328i Cv - [REDACTED] - BMW Bayside

Hello Stephen,

I will be at Bayside on Monday 5/19.

Curtis Skousen
Regional Technical Engineer
BMW of North America LLC
Eastern Region Market 12
(917) 837-4314
curtis.skousen@bmwna.com

From: Tanderup Stephen, V2-US-V-12
Sent: Tuesday, April 29, 2008 1:01 PM
To: Mauthe Elizabeth, (T)
Cc: Skousen Curtis, V2-US-V-1-A
Subject: RE: [REDACTED] - 2007 328i Cv - [REDACTED] - BMW Bayside

Liz,

Curtis is still working on his schedule, he'll let you know when he's going to visit.

Best regards,

Stephen Tanderup
AMM Market 12

Activity Status:	Done	Activity Updated:	4/30/08 10:57AM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/30/08 10:57AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called cust. and Im to see if 5/19 will work for the RTE inspection.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	4/30/08 04:51PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/30/08 01:28PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		

Note Created: 4/30/08 01:28PM

Note Created By: Mauthe, Liz

Note Type: Field Interaction



Customer Service Request Detail # 200811502582

From: Mauthe Elizabeth, (T)
Sent: Wednesday, April 30, 2008 1:23 PM
To: Skousen Curtis, V2-US-V-1-A
Cc: Tanderup Stephen V2-US-V-12; 'raycastro@bmwbayside.com'
Subject: RE: [REDACTED] - 2007 328i Cv - [REDACTED] - BMW Bayside

Curtis and Ray,

Mr. [REDACTED] will drop off his car on Saturday, May 17th so it can be inspected by you on Monday, May 19 at BMW Bayside.

He has requested that we provide him with a loaner, preferably another 328i Convertible so he can compare it with his car.
Ray - Can you please see if this is possible?

He wanted me to convey his complaints with the vehicle:
There is an intermittent hesitation which causes the car to have absolutely no pick up. He drove a Hyundai which was given to him as a loaner and "that car had more pick up than his car and it's half the price". He was told to use high test gas to correct the hesitation, which he has been using, but he has seen no improvement.
He feels that the gas mileage is terrible, he states he is only getting 14-15 miles per gallon for local driving.
When he drives under a small overpass, such as a pedestrian overpass, his radio does not work.
He would be more than happy to discuss his complaints with you personally. If you would like to speak with him, please call him on his cell phone, that number is [REDACTED].

Kind regards,

Liz Mauthe
Customer Relations and Services
Representative
V2-US-A-5

Telephone
(201) 263-8216
(800) 831-1117 ext. 8216
Fax
(201) 930-8484
M

Activity Status:	Done	Activity Updated:	4/30/08 02:16PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	4/30/08 02:16PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		

Note Created:

Note Created By:

Note Type:



Customer Service Request Detail # 200811502582

Activity Status:	Done	Activity Updated:	5/2/08 03:20PM
Activity Type	General	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/2/08 03:20PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	RTE insp. 5/19		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/6/08 02:12PM
Activity Type	General	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/6/08 02:12PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	RTe inspect 5/19		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/9/08 03:04PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/9/08 03:04PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Customer will bring vehicle in on 5/19 for RTE inspect.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/13/08 02:18PM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/13/08 02:18PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Ray Castro called to say that Curtis will not be able to be there until 5/23.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/13/08 03:12PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/13/08 03:12PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called customer to reschedule RTE inspection for 5/23 and he agreed.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200811502582

Activity Status:	Done	Activity Updated:	5/13/08 03:43PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/13/08 03:41PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Sent email to cust. confirming revised appt. for 5/23.		
Note Created: 5/13/08 03:42PM		Note Created By: Mauthe, Liz	
		Note Type: Customer Interaction	
<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, May 13, 2008 3:30 PM To: [REDACTED] Subject: [REDACTED] - RTE Inspection at BMW of Bayside</p> <p>Re: 2007 BMW 328i Convertible</p> <p>VIN: F [REDACTED]</p> <p>Dear Mr. [REDACTED]</p> <p>Unfortunatley, we had to cancel the appointment we had previously scheduled for 5/19/08.</p> <p>You are hereby requested to bring your vehicle on May 23, 2008 to BMW of Bayside for a Manufacturer Repair Attempt.</p> <p>If you are unable to keep this appointment, please contact me at 201-263-8216 to reschedule.</p> <p>We apologize for your inconvenience and assure you that we will make every effort to amicably address this matter.</p> <p>Kind regards,</p> <p>Liz Mauthe Customer Relations and Services Eastern Region Representative V2-US-A-5</p>			
Activity Status:	Done	Activity Updated:	5/16/08 10:38AM
Activity Type	General	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/16/08 10:38AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	RTE inspection 5/23		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200811502582

Activity Status:	Done	Activity Updated:	5/20/08 05:05PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/19/08 10:10AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes		
Note Created: 5/19/08 10:11AM Note Created By: Mauthe, Liz Note Type: Customer Interaction			
<p>From: [REDACTED] Esq. [mailto:elderlaw@optonline.net] Sent: Saturday, May 17, 2008 3:12 PM To: Mauthe Elizabeth (T) Subject: Re: [REDACTED] - RTE Inspection at BMW of Bayside</p> <p>Hi: I hope the dealership knows what they are doing. I received a call today (Saturday) confirming my appointment for Monday!!! Did anyone tell them that the appointment was changed to next Friday, May 23rd, at 10:00 am? Please contact someone there and tell them to straighten out their schedules, and to remind them that I need a loaner.</p> <p>Thank you,</p> <p>Brian B. Glenn</p> <p>P.S. please confirm back to me.</p>			
Activity Status:	Done	Activity Updated:	5/20/08 05:05PM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/19/08 11:07AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		
Note Created: 5/19/08 11:09AM Note Created By: Mauthe, Liz Note Type: Dealer Interaction			



Customer Service Request Detail # 200811502582

From: Mauthe Elizabeth, (T)
Sent: Monday, May 19, 2008 9:53 AM
To: 'raycastro@bmwbayside.com'
Cc: Skousen Curtis, V2-US-V-1-A; Tanderup Stephen, V2-US-V-12
Subject: FW: [REDACTED] - RTE Inspection at BMW of Bayside 5/23/08

VIN: F [REDACTED] - 2007 328i Conv

Ray,

Please see the email below that I received from Mr. [REDACTED]. Please have someone from your service dept. call him to confirm that BMW Bayside is aware of this appointment for 5/23 with the RTE. Also, as we discussed, he will need a loaner and you will arrange that he be put into another 328i Conv. so he can compare it with his.

Thanks for your assistance.

Kind regards,

Liz Mauthe
Customer Relations and Services
Eastern Region Representative
V2-US-A-5

Activity Status:	Done	Activity Updated:	5/23/08 04:05PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/23/08 04:05PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Cust. confirmed complaint was dup. for RTE, does not want excuses. He is in a 335i Sedan loaner.WCB after hearing from dealer.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	5/28/08 12:01PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/28/08 11:30AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		

Note Created: 5/28/08 11:30AM

Note Created By: Mauthe, Liz

Note Type: Field Interaction



Customer Service Request Detail # 200811502582

From: Mauthe Elizabeth, (T)
Sent: Wednesday, May 28, 2008 11:19 AM
To: Tanderun Stephen, V2-US-V-12
Subject: [REDACTED] - 2007 328i Cv - F [REDACTED] - BMW Bayside

Steve,

Curtis inspected this vehicle on 5/19 and the hesitation was duplicated and he was told that this is normal for this model.

Customer wants to be trade assisted into a 335i because he states that if this is normal for this car, then he will never be happy with it.

Kind regards,

Liz Mauthe
Customer Relations and Services
Eastern Region Representative
V2-US-A-5

Activity Status:	Done	Activity Updated:	5/28/08 11:47AM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/28/08 11:47AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Spoke to Steve Tanderup and he will talk to Sandy Locanti to discuss a trade assist.		

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

Activity Status:	Done	Activity Updated:	5/28/08 12:01PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/28/08 12:01PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Steve suggested offering cust. \$4k cash as gw since he is not happy w/car. He can go to dealership to disc. diff. model.		

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

Activity Status:	Done	Activity Updated:	5/28/08 12:03PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	5/28/08 12:03PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Offered cust. \$4k w/Gen Rel. as gw. He will speak to his client advisor.		

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



Customer Service Request Detail # 200811904367

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: Unit 632
City/State/Zip: Marina Del Rey, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Convertible SULEV
Mileage:
Sale: 4/5/08 12:00AM
In Service Date: 4/5/08 12:00AM
Production Date: 2/22/08 12:00AM

Service Request

Service Request #: 200811904367
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/28/08 06:55PM
Created By: Daniels, Dominic
Rep Assigned: Daniels, Dominic
Date Assigned: 4/28/08 06:55PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/28/08 07:25PM
Close Rep: Harris, Ryan
Issue Note: cci and asked how to work voice command system and store satellite radio channels

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advised as per manual.

Attachments

File Name	Comments



Customer Service Request Detail # 200811904367

Activity Status:	Done	Activity Updated:	4/28/08 06:57PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	4/28/08 06:57PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	cci and asked how to work voice command system and store satellite radio channels		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/28/08 06:57PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	4/28/08 06:57PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	called cust back after call was disconnected and advised cust how to use voice command		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/28/08 07:24PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/28/08 07:24PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI to see how to enter address. Writer advised as per manual.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200812103993

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i
Mileage:
Sale: 11/28/06 12:00AM
In Service Date: 11/28/06 12:00AM
Production Date: 10/16/06 12:00AM

Service Request

Service Request #: 200812103993
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/30/08 05:51PM
Created By: Harris, Ryan
Rep Assigned: Harris, Ryan
Date Assigned: 4/30/08 05:51PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/30/08 05:52PM
Close Rep: Harris, Ryan
Issue Note: CCI for assistance with iDrive. Cust states it froze up.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
While on hold, iDrive came back on.

Attachments

File Name	Comments



Customer Service Request Detail # 200812103993

Activity Status:	Done	Activity Updated:	4/30/08 05:52PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/30/08 05:51PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI for assistance with iDrive. Cust states it froze up.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200812104094

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Coupe
Mileage: 1,000
Sale: 4/19/08 12:00AM
In Service Date: 4/19/08 12:00AM
Production Date: 11/9/07 12:00AM

Service Request

Service Request #: 200812104094
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 4/30/08 06:11PM
Created By: Bogdanovitch, Jason
Rep Assigned: Bogdanovitch, Jason
Date Assigned: 4/30/08 06:11PM
Assigned Dealer:
Identified Dealer: BMW of Columbia
Date Resolved:
Resolve Rep:
Date Closed: 4/30/08 06:14PM
Close Rep: Bogdanovitch, Jason
Issue Note: Passenger airbag is always off.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
gave information on passenger airbag.

Attachments

File Name	Comments



Customer Service Request Detail # 200812104094

Activity Status:	Done	Activity Updated:	4/30/08 06:14PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/30/08 06:13PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Passenger airbag is always off.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200812201033

Customer

Name: Mr. [REDACTED]
Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Roanoke, VA [REDACTED]

Service Request

Service Request #: 200812201033
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 5/1/08 10:43AM
Created By: Mazanec, Carrie
Rep Assigned: Mazanec, Carrie
Date Assigned: 5/1/08 10:43AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/1/08 10:48AM
Close Rep: Mazanec, Carrie
Issue Note: Airbag non-deployment

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi
Mileage: 13,467
Sale:
In Service Date:
Production Date: 4/24/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200812201033

Activity Status:	Done	Activity Updated:	5/1/08 10:47AM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	5/1/08 10:43AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag non-deployment		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200812203105

Customer

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

Vehicle

Chassis # (US): V [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i
Mileage:
Sale: 7/17/07 12:00AM
In Service Date: 7/17/07 12:00AM
Production Date: 6/22/07 12:00AM

Service Request

Service Request #: 200812203105
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/1/08 03:16PM
Created By: Ellis, Jeremy
Rep Assigned: Ellis, Jeremy
Date Assigned: 5/1/08 03:16PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/1/08 03:27PM
Close Rep: Ellis, Jeremy
Issue Note: cci indicated that the map on nav is incorrect

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Adv cust of updates to nav disc for most current mapping info.

Attachments

File Name	Comments



Customer Service Request Detail # 200812203105

Activity Status:	Done	Activity Updated:	5/1/08 03:26PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/1/08 03:23PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci indicated that the map on nav is incorrect, roads have been renamed. Adv cust of updates to disc for most current info.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200812601994

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan SULEV
Mileage:
Sale: 3/28/08 12:00AM
In Service Date: 3/28/08 12:00AM
Production Date: 1/25/08 12:00AM

Service Request

Service Request #: 200812601994
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/5/08 01:16PM
Created By: Coil, Jarrod
Rep Assigned: Coil, Jarrod
Date Assigned: 5/5/08 01:16PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/5/08 01:22PM
Close Rep: Coil, Jarrod
Issue Note: cci seeking info on passenger airbag indicator

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
adv cust on weight requirements for passenger side airbag system

Attachments

File Name	Comments



Customer Service Request Detail # 200812601994

Activity Status:	Done	Activity Updated:	5/5/08 01:21PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/5/08 01:16PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking info on passenger airbag indicator		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200812901244

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage: 25,500
Sale: 1/31/08 12:00AM
In Service Date: 9/21/06 12:00AM
Production Date: 7/3/06 12:00AM

Service Request

Service Request #: 200812901244
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 5/8/08 11:44AM
Created By: Smith, Heath
Rep Assigned: Mazanec, Carrie
Date Assigned: 5/8/08 01:31PM
Assigned Dealer:
Identified Dealer: Townsend BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/9/08 02:00PM
Close Rep: Mazanec, Carrie
Issue Note: Cust had a head on collision. Cust stts he was knocked out and broke his neck, his head was>

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200812901244

Activity Status:	Done	Activity Updated:	5/8/08 12:00PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/8/08 11:46AM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cust had a head on collision. Cust stts he was knocked out and broke his neck, his head was>		
Note Created: 5/8/08 11:50AM		Note Created By: Smith, Heath	
		Note Type: Customer Interaction	
cut open, and his knee was injured. Cust stts the air bag did not deploy. The customer went to the hospital and has been released. Cust has not taken his veh to his dealership (Townsend BMW).			



Customer Service Request Detail # 200812901751

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 9/8/06 12:00AM
In Service Date: 9/8/06 12:00AM
Production Date: 6/16/06 12:00AM

Service Request

Service Request #: 200812901751
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/8/08 12:55PM
Created By: Collins, Dan
Rep Assigned: Collins, Dan
Date Assigned: 5/8/08 12:55PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/8/08 12:57PM
Close Rep: Collins, Dan
Issue Note: cust inquiring about airbag weight sensor

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
advsd cust seat has sensor to measure weight

Attachments

File Name	Comments



Customer Service Request Detail # 200812901751

Activity Status:	Done	Activity Updated:	5/8/08 12:57PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	5/8/08 12:57PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring about airbag weight sensor		
Note Created:		Note Created By:	Note Type:



Customer

Name: Mrs. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
[REDACTED] Crystal Lake, IL [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage:
Sale: 8/12/06 12:00AM
In Service Date: 8/12/06 12:00AM
Production Date: 7/6/06 12:00AM

Service Request

Service Request #: 200813000665
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/9/08 09:40AM
Created By: Hawley, Darlene
Rep Assigned: Fitzgibbons, Jeff
Date Assigned: 5/9/08 09:58AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/13/08 03:11PM
Close Rep: Fitzgibbons, Jeff
Issue Note: Joe Dielman ci w questions about car 8154771123

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Advsd to contact this office between 9-9EST, M-F

Attachments

File Name	Comments



Customer Service Request Detail # 200813000665

Activity Status:	Done	Activity Updated:	5/9/08 10:22AM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	5/9/08 09:41AM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	[REDACTED] ci w questions about car [REDACTED]		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/9/08 10:21AM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/9/08 10:21AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for cust - home		
Note Created:		Note Created By:	
		Note Type:	



Customer

Name: Mr. [REDACTED]
Preferred Communication Method: Cell Phone
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: Buena Park, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i SULEV
Mileage: 3,700
Sale: 11/2/07 12:00AM
In Service Date: 11/2/07 12:00AM
Production Date: 9/24/07 12:00AM

Service Request

Service Request #: 200813001868
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 5/9/08 12:37PM
Created By: Miller, Dan
Rep Assigned: Miller, Dan
Date Assigned: 5/14/08 12:43PM
Assigned Dealer:
Identified Dealer: Shelly BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/23/08 11:20AM
Close Rep: Miller, Dan
Issue Note: cci-has had issues w/ car. car died & had two other
issues. has had loaner. doesn't feel safe

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV01	SERVICE GENERAL	GENERAL	0028	PRODUCT/QUALITY- DISSATISFACTION
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution

cust will speak to dlr when he picks car up today & call back in if he has further issues.

car has been fixed & will be p/u today. cust will advise if he has further problems.

Attachments

File Name	Comments



Customer Service Request Detail # 200813001868

Activity Status:	Done	Activity Updated:	5/9/08 12:47PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/9/08 12:42PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-has had issues w/ car. car died & had two other issues. has had loaner. doesn't feel safe		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/13/08 05:24PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	5/13/08 05:24PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	followup, vehicle back in shop again for stalling, appears to be 3rd fuel sys rpr in less than 6,000 miles. Trns to dan for escalation		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/13/08 05:35PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/13/08 05:26PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-4th time has had a problem in 5 weeks. car died again. has had 6 BMWs. dlr gave cust a loaner.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 12:44PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/14/08 12:44PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-called dlr & they have not called back. wants wrtr to ret call.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 12:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/14/08 12:46PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	Brock S/M wrtr called dlr. they are looking at car now and will get back to cust by mid-afternoon.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200813001868

Activity Status:	Done	Activity Updated:	5/14/08 01:02PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/14/08 01:02PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called cust & told him that car was being looked at now and the dlr will call him later this afternoon. cust will call wrtr.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 05:45PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/14/08 05:45PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	cust ci and writer informed dan was unavailable and cust placed on and disconnected call		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 07:38PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/14/08 07:38PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called cust & L/M on home phone.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 07:51PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/14/08 07:39PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called cust on cell. need to dupl problem before they can fix it. 4200 miles.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/16/08 05:14PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/16/08 05:14PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci - still has not heard from dlr. wants \$\$ from BMW as he has not had car. what is dlshp hiding?		
Note Created:		Note Created By:	



Customer Service Request Detail # 200813001868

Activity Status:	Done	Activity Updated:	5/16/08 06:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/16/08 06:19PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called Brock - who will wrtr back soon.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/19/08 05:11PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	5/19/08 05:10PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	CCI for Dan Miller.Xfered to DAn Miller.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/19/08 05:10PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/19/08 05:10PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci, car still having problems & will need to be towed back to dlr as it will not start.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/19/08 05:16PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/19/08 05:12PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci - car backed up, car died & wasn't able to start it. has a loaner. wrtr will look at # of days in dlr. & see if we can get cust a payt.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/19/08 05:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/19/08 05:22PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called & L/M for Brock, S/M at dlr.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200813001868

Activity Status:	Done	Activity Updated:	5/19/08 06:57PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/19/08 06:51PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci & wants the car to be fixed before he picks the car up. cust deals w/ David/SA.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/19/08 06:55PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/19/08 06:51PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr spoke to Brock & he has spoken to cust & he will leave the dlrshp happy.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/20/08 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	5/20/08 03:22PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	cci, reiterated his experience and frustration - hasn't heard from Brock. He states car had to be towed to dealer again yesterday.		
Note Created:	5/20/08 03:24PM	Note Created By:	Labatzky, Karen
		Note Type: Customer Interaction	
let Dan know customer called			
Activity Status:	Done	Activity Updated:	5/20/08 03:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/20/08 03:28PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called Brock. dup prob. inside tank, one of the lines has an air leak. will call cust now.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/20/08 05:22PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/20/08 05:22PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called cust & has not heard from dlr. cust upset by all of the probs that he has had for a \$44K car.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200813001868

Activity Status:	Done	Activity Updated:	5/22/08 05:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/22/08 05:48PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wrtr called for Brock is out, spoke to Jesse, held for David Rivas, SA & L/M		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/22/08 06:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/22/08 06:13PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	David called - car is done & cust will p/u on FR & rec 2 payts for free. car will be as clean as the day he first bought it.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/23/08 11:18AM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/23/08 11:15AM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cust was told that if he has any other issues, they will give him a new car. cust will contact me if there are further problems.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200813003685

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 4/2/07 12:00AM
In Service Date: 4/2/07 12:00AM
Production Date: 2/22/07 12:00AM

Service Request

Service Request #: 200813003685
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/9/08 04:59PM
Created By: Barnes, Richard
Rep Assigned: Barnes, Richard
Date Assigned: 5/9/08 04:59PM
Assigned Dealer:
Identified Dealer: VOB Auto Sales
Date Resolved:
Resolve Rep:
Date Closed: 5/9/08 05:01PM
Close Rep: Barnes, Richard
Issue Note: cci could not get radio to turn off, down, or change channels

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wrt adv cust to go to BMW center and xfered him to VOB autosales

Attachments

File Name	Comments



Customer Service Request Detail # 200813003685

Activity Status:	Done	Activity Updated:	5/9/08 05:01PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/9/08 05:00PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci could not get radio to turn off, down, or change channels		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200813601410

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Coupe
Mileage:
Sale: 4/25/08 12:00AM
In Service Date: 4/25/08 12:00AM
Production Date: 12/13/07 12:00AM

Service Request

Service Request #: 200813601410
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/15/08 11:40AM
Created By: Ellis, Jeremy
Rep Assigned: Schafer, Darci
Date Assigned: 5/15/08 02:57PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/15/08 02:57PM
Close Rep: Schafer, Darci
Issue Note: cci w/questions on USB connection to radio / will
memory stick drain battery.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer opened to document call. Writer adv cust that the usb connection is read only, it can not corrupt files if the stick is removed from the device prior to the vehicle being turned off adv that he can leave the stick in the vehicle without fear that the stick will drain the battery

Attachments

File Name	Comments



Customer Service Request Detail # 200813601410

Activity Status:	Done	Activity Updated:	5/15/08 11:42AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/15/08 11:41AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci w/questions on USB connection to radio / will memory stick drain battery.		
Note Created: 5/15/08 11:41AM		Note Created By: Ellis, Jeremy	
		Note Type: Customer Interaction	
Writer adv cust that the usb connection is read only, it can not corrupt files if the stick is removed from the device prior to the vehicle being turned off. Writer adv that he can leave the stick in the vehicle without fear that the stick will drain the battery.			
Activity Status:	Done	Activity Updated:	5/15/08 02:57PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/15/08 02:57PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer transf cust to Jeremy earlier today.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200813604718

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 7/5/06 12:00AM
In Service Date: 7/5/06 12:00AM
Production Date: 5/27/06 12:00AM

Service Request

Service Request #: 200813604718
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/15/08 06:56PM
Created By: Ellis, Jeremy
Rep Assigned: Ellis, Jeremy
Date Assigned: 5/15/08 06:56PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/15/08 06:59PM
Close Rep: Ellis, Jeremy
Issue Note: cci with questions on airbag light coming on / cust has bags in passenger seat.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Adv cust to remove bags from passenger seat to stop airbag warning.

Attachments

File Name	Comments



Customer Service Request Detail # 200813604718

Activity Status:	Done	Activity Updated:	5/15/08 06:58PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/15/08 06:57PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci with questions on airbag light coming on / cust has bags in passenger seat.		
Note Created: 5/15/08 06:57PM		Note Created By: Ellis, Jeremy	
		Note Type: Customer Interaction	
Writer adv that the sensor feel the bag in the seat and are turning off the airbag as they do not meet weight standards, it thinks its a child, writer adv cust to remove bags from the seat. Cust stts she will monitor the light and adv if things change.			



Customer Service Request Detail # 200814002113

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage: 20,000
Sale: 8/22/06 12:00AM
In Service Date: 8/22/06 12:00AM
Production Date: 7/19/06 12:00AM

Service Request

Service Request #: 200814002113
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/19/08 12:53PM
Created By: Noma, Masana
Rep Assigned: Mazanec, Carrie
Date Assigned: 5/19/08 01:06PM
Assigned Dealer: BMW of Charlottesville
Identified Dealer: BMW of Charlottesville
Date Resolved:
Resolve Rep:
Date Closed: 5/19/08 03:06PM
Close Rep: Mazanec, Carrie
Issue Note: cust LM on Dept VM. Ref SR# 200814001964. SPI - Air bag did not deploy totaled veh.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200814002113

Activity Status:	Done	Activity Updated:	5/19/08 01:44PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	5/19/08 12:54PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cust LM on Dept VM. Ref SR# 200814001964. SPI - Air bag did not deploy totaled veh. Cust stated she has survived the accident but wondering why air ba		
Note Created: 5/19/08 12:55PM		Note Created By: Noma, Masana	
		Note Type: Customer Interaction	
<p>cust LM on Dept VM. Ref SR# 200814001964. SPI - Air bag did not deploy totaled veh. Cust stated she has survived the accident but wondering why air bag did not deploy. Cust stated she got into an accident on May 15, 2008, VA Dept Truck was on the side of the road, cust stated she ran into the trucks rear end, Cust front end was damaged (totaled). Cust stated she will be okay with injury but seat belt injured her a little but will be okay. Cust stated she has visited hospital and was adv that if internal injury did not show up she will be okay. Cust stated air bag did not deploy. Cust stated veh is currently at Bill's body shop In VA (1340 N amherst Hwy - Amherst, VA 24541). Cust stated veh has not been inspected by BMW Center but called BMW of Charlottesville to adv of this matter. Cust stated she loves BMW but just wanted to report this issue to let BMW know. Cust stated her plan when she feels better she will be getting another veh from BMW of Charlottesville. Writer adv will escalate this issue and rep will contact cust in 1-2 business day.</p>			



Customer Service Request Detail # 200814101684

Customer

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

Vehicle

Chassis # (US): E [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 1/29/08 12:00AM
In Service Date: 1/29/08 12:00AM
Production Date: 10/17/07 12:00AM

Service Request

Service Request #: 200814101684
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/20/08 12:32PM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 5/20/08 12:32PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/20/08 12:35PM
Close Rep: Greer, Ryan
Issue Note: does the passenger light sensor turn off when nothing is in seat

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT06	ACCESSORY CONTACT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
advised customer air bag sensor will turn off if front seat has no one or nothing occupied

Attachments

File Name	Comments



Customer Service Request Detail # 200814101684

Activity Status:	Done	Activity Updated:	5/20/08 12:35PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/20/08 12:35PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	does the passenger light sensor turn off when nothing is in seat		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200814103095

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 11/2/06 12:00AM
In Service Date: 11/2/06 12:00AM
Production Date: 8/28/06 12:00AM

Service Request

Service Request #: 200814103095
Brand: BMW
Type: Complaint
Current Status: Closed
Date Opened: 5/20/08 03:50PM
Created By: Sewer, Rochelle
Rep Assigned: Mazanec, Carrie
Date Assigned: 5/21/08 06:46PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/21/08 06:49PM
Close Rep: Coil, Jarrod
Issue Note: cci sts veh airbags did not deploy in front end crash. is concerned for safety. owns 4 BMWs

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200814103095

Activity Status:	Done	Activity Updated:	5/20/08 03:51PM
Activity Type	Customer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	5/20/08 03:51PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	cci sts veh airbags did not deploy in front end crash. is concerned for safety. owns 4 BMWs		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/20/08 03:51PM
Activity Type	Escalate to Core	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	5/20/08 03:51PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr adv Carrie Mazanec of issue w/ customer.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/21/08 06:46PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/21/08 06:46PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci sts he has not heard from anyone, adv takes 24-48 hrs for follow up. cust stts he is going to get in contact with his attorney.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200814103433

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi
Mileage:
Sale: 6/23/07 12:00AM
In Service Date: 6/23/07 12:00AM
Production Date: 5/25/07 12:00AM

Service Request

Service Request #: 200814103433
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/20/08 04:41PM
Created By: Fitzgibbons, Jeff
Rep Assigned: Fitzgibbons, Jeff
Date Assigned: 5/20/08 04:41PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/20/08 04:53PM
Close Rep: Fitzgibbons, Jeff
Issue Note: seeking instructions for radio operation

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Forwarded PDF file to customer

Attachments

File Name	Comments



Customer Service Request Detail # 200814103433

Activity Status:	Done	Activity Updated:	5/20/08 04:41PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/20/08 04:41PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	seeking instructions for radio operation		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200814800281

Customer

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

Vehicle

Chassis # (US): E [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 3/31/08 12:00AM
In Service Date: 3/31/08 12:00AM
Production Date: 1/28/08 12:00AM

Service Request

Service Request #: 200814800281
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/27/08 08:53AM
Created By: Edgin, Jennifer
Rep Assigned: Edgin, Jennifer
Date Assigned: 5/27/08 08:53AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/27/08 08:55AM
Close Rep: Edgin, Jennifer
Issue Note: Your 2008 BMW 335xi Coupe

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Ref to dlr.

Attachments

File Name	Comments



Customer Service Request Detail # 200814800281

Activity Status:	Done	Activity Updated:	5/27/08 08:55AM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	bilchenko@gmail.com
Activity Created:	5/23/08 05:50PM	Email To:	Product Questions <ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Technical Issues		

Note Created:

Note Created By:

Note Type:

5/23/2008 4:49:01 PM

Name:

Milwaukee, WI

Home Phone:

Work Phone:

Fax:

Daytime Phone:

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Other Phone:

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Year: 2008

Model: 335xi Coupe

VIN: EO62743

Date Purchased: 04/01/2008

Purchased From: InternationalAutos

Purchase State: Wisconsin

Service Center: InternationalAutos

City: Milwaukee

State: Wisconsin

Referred Via: na-ContactUs

Subject: Technical Issues

Question / Request:

Is there a way to update my car stereo to make its multilingual display able to support cyrillic alphabet?

Over 50% of my iPod collection is in Russian, and I am simply can not navigate it! As much as I've been enjoying my new vehicle, this little problem becomes very annoying every time I turn my music on! I really did not expect from BMW not to include such basic feature in custom-build \$50000 car! Please, help me to resolve this.

Respectfully,

Activity Status:	Done	Activity Updated:	5/27/08 08:55AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Edgin, Jennifer	Email From:	CustomerRelations@bmwusa.com
Activity Created:	5/27/08 08:53AM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Your 2008 BMW 335xi Coupe [1-763749674]		

Note Created:

Note Created By:

Note Type:



Dear Dr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW 335xi Coupe. We appreciate your inquiry.

I would recommend contacting your BMW center. They are in the best position to advise you of any available modifications to meet your needs. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com. I hope this information is helpful to you.

If you have any further comments or questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time; my direct extension is 6160. Again, thank you for contacting BMW.

Sincerely,

Jen Edgin
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 5/27/2008 12:00:00 AM
To: Product Questions <ProductQuestions@bmwusa.com>
Subject: BMW Products & Services Assistance : Technical Issues

5/23/2008 4:49:01 PM

Name: [REDACTED]

[REDACTED] Milwaukee, WI

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Fax: [REDACTED]

Daytime Phone: [REDACTED]

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Other Phone: [REDACTED]

Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time

Year: 2008

Model: 335xi Coupe

VIN: EO62743

Date Purchased: 04/01/2008

Purchased From: InternationalAutos

Purchase State: Wisconsin

Service Center: InternationalAutos

City: Milwaukee

State: Wisconsin

Referred Via: na-ContactUs

Subject: Technical Issues

Question ...



... / Request:

Is there a way to update my car stereo to make its multilingual display able to support cyrillic alphabet?

Over 50% of my iPod collection is in Russian, and I am simply can not navigate it! As much as I've been enjoying my new vehicle, this little problem becomes very annoying every time I turn my music on! I really did not expect from BMW not to include such basic feature in custom-build \$ 50000 car! Please, help me to resolve this.

Respectfully



Customer Service Request Detail # 200814800990

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i
Mileage: 22,000
Sale: 3/22/07 12:00AM
In Service Date: 3/22/07 12:00AM
Production Date: 2/19/07 12:00AM

Service Request

Service Request #: 200814800990
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/27/08 10:26AM
Created By: Nos, Sonny
Rep Assigned: Hanson, Jay
Date Assigned: 5/29/08 04:12PM
Assigned Dealer: Vista Motor Company
Identified Dealer: Vista Motor Company
Date Resolved:
Resolve Rep:
Date Closed: 5/29/08 04:17PM
Close Rep: Hanson, Jay
Issue Note: cx was in a collision last thursday.. Airbags did not deploy.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200814800990

Activity Status:	Done	Activity Updated:	5/27/08 10:30AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	5/27/08 10:27AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx was in a collision last thursday.. Airbags did not deploy. Customer believes his ABS did not work properly..		
Note Created: 5/27/08 10:27AM		Note Created By: Nos, Sonny	
		Note Type: Customer Interaction	
cx was in a collision last thursday.. Airbags did not deploy. Customer believes his ABS did not work properly.. Customer his a wall at 35mphs.. Customer was not injured. There is no police report. Customer was the only one involved in the accident.. Vehicle is currently at vista bmw in coconut creek.. Jose is the person at collision center.. Cx is paying 500.00 deductible to pay for insurance and is currently in a rental car for a month.. [REDACTED] is the best number for customer.			
Activity Status:	Done	Activity Updated:	5/29/08 09:29AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	5/29/08 09:29AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cci for update. I adsv that someone will contact him today before 5pm.. I called scott kutcha to verify that.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/29/08 04:12PM
Activity Type	Customer Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/29/08 04:06PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	cci complaining that he was waiting for a call back and had not heard from anyone. needed call back by 5pm 2day. xfer cal l to jay hanson in nj.		
Note Created: 5/29/08 04:08PM		Note Created By: Kent, Alison	
		Note Type: Customer Interaction	
cust called in complaining that someone was supposed to call him back by 5 today. and he was very adamant about speaking to the person but did not have a name other than sonny who took his first call this morning.			



Customer Service Request Detail # 200814902395

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 11/2/06 12:00AM
In Service Date: 11/2/06 12:00AM
Production Date: 8/28/06 12:00AM

Service Request

Service Request #: 200814902395
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/28/08 03:10PM
Created By: Phommaseng, Dee
Rep Assigned: Phommaseng, Dee
Date Assigned: 5/28/08 03:10PM
Assigned Dealer:
Identified Dealer: Beverly Hills BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/28/08 03:13PM
Close Rep: Phommaseng, Dee
Issue Note: refer 200814103095. Sean frm Beverly Hills BMW req
cust's phone #s, stts dlr has not seen cust befor

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wtr provided cust's phone #s to Sean at dlr for SPI SR.

Attachments

File Name	Comments



Customer Service Request Detail # 200814902395

Activity Status:	Done	Activity Updated:	5/28/08 03:12PM
Activity Type	Dealer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/28/08 03:11PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	refer 200814103095. Sean ci frm Beverly Hills BMW (310) 358-7855, req cust's phone #s, stts dlr has not seen cust before		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200814903059

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan (S. Africa)
Mileage: 15,000
Sale: 7/14/07 12:00AM
In Service Date: 7/14/07 12:00AM
Production Date: 4/17/07 12:00AM

Service Request

Service Request #: 200814903059
Brand: BMW
Type: Potential Lemon Law
Current Status: Open
Date Opened: 5/28/08 05:03PM
Created By: Kent, Alison
Rep Assigned: McDonald, Nancy
Date Assigned: 6/26/08 11:19AM
Assigned Dealer: Long Beach BMW
Identified Dealer: Long Beach BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: cci wanting buyback of vehicle

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

Solution Notes

Solution

Attachments

File Name	Comments
[REDACTED] signed settlement package	



Customer Service Request Detail # 200814903059

Activity Status:	Done	Activity Updated:	5/28/08 05:13PM
Activity Type	Customer Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/28/08 05:04PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	cci wanting buyback of vchile		
Note Created: 5/28/08 05:09PM		Note Created By: Kent, Alison	
		Note Type: Customer Interaction	
<p>cci wanting to have her car bought back at dealership. cust stts that svc manager Bryan Morgan at Signal Hill dealership is wonderful and isn't calling to complain about their svc, but she is highly disappointed w/the vehicle. She says it's more of an inconvenience to have it than anything else. She says it has multiple issues (which the dealer has fixed) including a disfunctional passanger side airbag, and in her second month of ownership the vehicle starting making terrible noises and a major part was replaced. writer asked cust if she had called the dealership to buyback the vehicle yet and she sttd no. writer advised she will call svc manager on her behalf and advocate for her.</p>			
Activity Status:	Done	Activity Updated:	5/28/08 05:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/28/08 05:30PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	writer called Dwayne Malcolm (svc manager) about buyback. left vmail.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 12:03PM
Activity Type	Customer Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/30/08 11:58AM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	cci left me vmail wanting to hear back from writer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 01:10PM
Activity Type	Corporate Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/30/08 12:01PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	left vmail for svc manager again.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200814903059

Activity Status:	Done	Activity Updated:	5/30/08 04:18PM
Activity Type	Corporate Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	5/30/08 04:18PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	dwayne had called me back and i returned his call again. left him message		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/3/08 11:25AM
Activity Type	Corporate Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	6/3/08 11:25AM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	left another message for dwayne at the dealership regarding this case.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/4/08 02:11PM
Activity Type	Corporate Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	6/4/08 02:05PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	writer made call to dealership to speak w svc manager.		
Note Created: 6/4/08 02:06PM		Note Created By: Kent, Alison	
		Note Type: Corporate Interaction	
writer made call to svc manager to discuss. Svc manager Dwyne states cust needs to come back and get vehicle looked at again. Writer states that if continuous issue w air bag sensor cannot be fixed then we will escalate it to market team and svc manager agreed.			
Activity Status:	Done	Activity Updated:	6/4/08 02:11PM
Activity Type	Customer Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	6/4/08 02:11PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	writer left vmail for cust to call her back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/9/08 04:56PM
Activity Type	Corporate Interaction	Activity Updated By:	Kent, Alison
Activity Assigned To:	Kent, Alison	Email From:	
Activity Created:	6/9/08 04:51PM	Email To:	
Activity Created By:	Kent, Alison		
Activity Description:	wrtr spoke w Bryan Morgan (svc rep) see notes		



Customer Service Request Detail # 200814903059

Note Created: 6/9/08 04:52PM		Note Created By: Kent, Alison		Note Type: Corporate Interaction	
wrtr spoke w/ Brian Morgan on phone, Brian criticized writer for being persitent on past call when she needed to speak w Dwyane. wrter stated she didn't originally remember that, but wanted to know if svc cntr had done anything about case. Brian stated that he and Dwayne had spoken about it but haven't done anything. Brian stated he would xfer me to Dwyane but actually preceeded to xfer me to Audry Goodards vmail. Writer called back to find out who Audrey Goodard was and the lady who answered the phone (Erma) told me that she no longer works there. Writer puts on record that she feels Brian did that on purpose and out of spite.					
Activity Status:	Done	Activity Updated:	6/11/08 06:20PM		
Activity Type	Market Liaison Escalation	Activity Updated By:	Young, Ron		
Activity Assigned To:	Young, Ron	Email From:			
Activity Created:	6/9/08 05:04PM	Email To:			
Activity Created By:	Young, Ron				
Activity Description:	will send to Ron for review				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/9/08 05:12PM		
Activity Type	Customer Interaction	Activity Updated By:	Kent, Alison		
Activity Assigned To:	Kent, Alison	Email From:			
Activity Created:	6/9/08 05:12PM	Email To:			
Activity Created By:	Kent, Alison				
Activity Description:	called cust spoke w quickly, she was going into a meeting. cust will call me back.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/18/08 06:02PM		
Activity Type	Field Interaction	Activity Updated By:	Young, Ron		
Activity Assigned To:	Young, Ron	Email From:			
Activity Created:	6/13/08 11:04AM	Email To:			
Activity Created By:	Young, Ron				
Activity Description:	asked market for review				
Note Created: 6/13/08 11:11AM		Note Created By: Young, Ron		Note Type: Field Interaction	



Customer Service Request Detail # 200814903059

<p>Bill,</p> <p>Per below we have a customer requesting a repurchase given issues with the passenger side airbag.</p> <p>DLR notes: CUSTOMER REPORTS THE AIRBAG LIGHT IS ON RIGHT FRONT SIDE AIR-BAG FAULTY.FAULT93AD SIDE AIRBAG,FRONT RIGHT STORED IN MEMORY. 14387 RIGHT FRONT SIDE AIR-BAG FAULTY.FAULT93AD SIDE AIRBAG,FRONT RIGHT STORED IN MEMORY. REMOVED BACK REST AND REPLACED RIGHT SIDE AIRBAG.</p> <p>Duane,</p> <p>Can you provide a recap for Bill on this?</p> <p>Thanks,</p> <p>Let me know what direction you want to take on this,</p> <p>Ron Young Customer Relations and Services Western Market Liaison</p> <p>Phone Number (614) 789-7453 (800) 831-1117*7453 Fax (614) 789-2424 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>							
Activity Status: Done		Activity Updated: 6/16/08 04:41PM					
Activity Type: Field Interaction		Activity Updated By: Young, Ron					
Activity Assigned To: Young, Ron		Email From:					
Activity Created: 6/16/08 04:41PM		Email To:					
Activity Created By: Young, Ron							
Activity Description: asked AMM for updates.							
Note Created:		Note Created By:		Note Type:			
Activity Status: Done		Activity Updated: 6/18/08 04:39PM					
Activity Type: Field Interaction		Activity Updated By: Young, Ron					
Activity Assigned To: Young, Ron		Email From:					
Activity Created: 6/18/08 04:38PM		Email To:					
Activity Created By: Young, Ron							
Activity Description: see notes to AMM							
Note Created: 6/18/08 04:39PM		Note Created By: Young, Ron		Note Type: Field Interaction			



Customer Service Request Detail # 200814903059

<p>Hi Bill,</p> <p>Since I will be OOO until next Tuesday the 24th, please cc Tony Cumella on all replies.</p> <p>Anthony.cumella@bmwfs.com</p> <p>Open Cases:</p> <p>██████ / N ██████</p> <p>Thanks for your help!</p> <p>Ron Young Customer Relations and Services Western Market Liaison</p> <p>Phone Number (614) 789-7453 (800) 831-1117*7453 Fax (614) 789-2424 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status:	Done	Activity Updated:	6/23/08 10:49AM		
Activity Type	Market Liaison Escalation	Activity Updated By:	Cumella, Anthony		
Activity Assigned To:	Cumella, Anthony	Email From:			
Activity Created:	6/18/08 06:01PM	Email To:			
Activity Created By:	Young, Ron				
Activity Description:	AMM Bill Embree				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/24/08 08:50AM		
Activity Type	Field Interaction	Activity Updated By:	Cumella, Anthony		
Activity Assigned To:	Cumella, Anthony	Email From:			
Activity Created:	6/23/08 10:49AM	Email To:			
Activity Created By:	Cumella, Anthony				
Activity Description:	Emailed AMM Bill Embree checking on updates SN				
Note Created: 6/23/08 10:49AM		Note Created By: Cumella, Anthony		Note Type: Field Interaction	



Customer Service Request Detail # 200814903059

<p>Hi [REDACTED]</p> <p>These customer cases were sent by Ron Young. I wanted to send you a quick email to see if had sent him a response in regards to any of these cases. I'm not sure if he sent you any notification to email any responses to me.</p> <p>I know you're a very busy man, so I will keep it short.</p> <p>Have a great day!</p> <p>Kind Regards,</p> <p>Anthony Cumella Customer Relations and Services Specialist</p> <p>Telephone (614) 718-6975 (800) 831-1117*6975 Fax (614) 789-1986 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	6/25/08 05:17PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	6/24/08 08:50AM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Emailed AMM Bill Embree yesterday		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/25/08 12:54PM
Activity Type	Field Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	6/25/08 12:54PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	Lm for Bill, req call.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/25/08 05:17PM
Activity Type	Field Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	6/25/08 05:17PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	see notes from AMM		
Note Created: 6/25/08 05:17PM		Note Created By: Young, Ron	Note Type: Field Interaction



Customer Service Request Detail # 200814903059

This will be a Buy back. 2 times SRS light.

Bill

From: Young Ron, SF4-O-13
Sent: Wednesday, June 25, 2008 9:54 AM
To: Embree Bill, V2-US-V-34
Cc: 'duane.malcolm@longbeachbmw.com'
Subject: FW: [REDACTED] / [REDACTED] / Long Beach

Bill,

Any updates?

From: Young Ron, SF4-O-13
Sent: Friday, June 13, 2008 11:11 AM
To: Embree Bill, V2-US-V-34
Cc: duane.malcolm@longbeachbmw.com
Subject: FW: [REDACTED] / [REDACTED] / Long Beach
Importance: High

Bill,

Per below we have a customer requesting a repurchase given issues with the passenger side airbag.

DLR notes: CUSTOMER REPORTS THE AIRBAG LIGHT IS ON RIGHT FRONT SIDE AIR-BAG FAULTY.FAULT93AD SIDE AIRBAG,FRONT RIGHT STORED IN MEMORY. 14387 RIGHT FRONT SIDE AIR-BAG FAULTY.FAULT93AD SIDE AIRBAG,FRONT RIGHT STORED IN MEMORY. REMOVED BACK REST AND REPLACED RIGHT SIDE AIRBAG.

Duane,

Can you provide a recap for Bill on this?

Thanks,

Let me know what direction you want to take on this,

Ron Young
Customer Relations and Services
Western Market Liaison

Phone Number
(614) 789-7453
(800) 831-1117*7453
Fax
(614) 789-2424
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227



Customer Service Request Detail # 200814903059

Activity Status:	Done	Activity Updated:	6/26/08 11:17AM
Activity Type	Corporate Interaction	Activity Updated By:	Sturm, Brandi
Activity Assigned To:	Sturm, Brandi	Email From:	
Activity Created:	6/26/08 11:14AM	Email To:	
Activity Created By:	Sturm, Brandi		
Activity Description:	Escalated to Core from Ohio for repurchase.		

Note Created: 6/26/08 11:16AM	Note Created By: Sturm, Brandi	Note Type: Corporate Interaction
-------------------------------	--------------------------------	----------------------------------

From: Young Ron, SF4-O-13
Sent: Wednesday, June 25, 2008 5:19 PM
To: Sturm Brandi, (T)
Cc: McDonald Nancy, V2-US-A-51; Kent Alison, SF4-US-S-5; Embree Bill, V2-US-V-34
Subject: FW: [REDACTED] N [REDACTED] /Long Beach

Hi Brandi,

This has been reassigned for repurchase.

Thanks,

Ron

From: Embree Bill, V2-US-V-34
Sent: Wednesday, June 25, 2008 5:06 PM
To: Young Ron, SF4-O-13; McDonald Nancy, V2-US-A-51
Cc: McCaffrey Michael, V2-US-V-3-A; Duane Malcom (duanem@longbeachbmw.com); Brad Watson (brad.watson@longbeachbmw.com)
Subject: FW: [REDACTED] N [REDACTED] /Long Beach

This will be a Buy back. 2 times SRS light.

From: Young Ron, SF4-O-13
Sent: Wednesday, June 25, 2008 9:54 AM
To: Embree Bill, V2-US-V-34
Cc: 'duane.malcolm@longbeachbmw.com'
Subject: FW: [REDACTED] N [REDACTED] /Long Beach

Bill,

Any updates?

From: Young Ron, SF4-O-13
Sent: Friday, June 13, 2008 11:11 AM
To: Embree Bill, V2-US-V-34
Cc: duane.malcolm@longbeachbmw.com
Subject: FW: [REDACTED] N [REDACTED] /Long Beach
Importance: High
...



Customer Service Request Detail # 200814903059

...		...	
Bill, Per below we have a customer requesting a repurchase given issues with the passenger side airbag. DLR notes: CUSTOMER REPORTS THE AIRBAG LIGHT IS ON RIGHT FRONT SIDE AIR-BAG FAULTY.FAULT93AD SIDE AIRBAG,FRONT RIGHT STORED IN MEMORY. 14387 R			
Activity Status:	Done	Activity Updated:	6/26/08 12:00PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/26/08 12:00PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	left message for customer		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/27/08 12:38PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/27/08 12:37PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	customer advised we will repurchase her vehicle		
Note Created: 6/27/08 12:37PM		Note Created By: McDonald, Nancy	Note Type: Customer Interaction
Activity Status:	Done	Activity Updated:	6/27/08 12:38PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/27/08 12:38PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email w/settlement to customer		
Note Created: 6/27/08 12:38PM		Note Created By: McDonald, Nancy	Note Type: Customer Interaction



Customer Service Request Detail # 200814903059

From: McDonald Nancy, V2-US-A-51
Sent: Friday, June 27, 2008 12:36 PM
To: [REDACTED]
Subject: BMW Settlement

Ms. [REDACTED]

Attached is our settlement for your signature. Please have it notarized and fax it to me at 201 930 8484. Please mail the original to me at PO Box 1227 Westwood NJ 07675 1227.

Your BMWFS account has been put on a credit hold-no additional payments should be made-the surrender of the vehicle will take place approx. 2-3 weeks from the date I received the faxed completed settlement.

Down Payment \$5,000.00
payments made \$5,035.93

less mileage offset 14,387 miles(mileage for first repair on airbag issue)
\$4,022.38

Please let me know if you have any questions

Kind regards,

Nancy McDonald
Customer Relations and Services
Customer Relations Representative
V2-US-A-51

Telephone
(201) 263 8225

Fax
(201) 930 8484

Mailing address
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675 1227

Activity Status:	Done	Activity Updated:	6/30/08 09:28AM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/30/08 09:28AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	customer advised she paid for registration-will forward backup asap		

Note Created:

Note Created By:

Note Type:



Customer Service Request Detail # 200814903059

Activity Status:	Done	Activity Updated:	6/30/08 01:01PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/30/08 01:01PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	signed settlement		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/30/08 01:01PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/30/08 01:01PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	customer advised Ok to do repurchase without registration		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/30/08 01:57PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	6/30/08 01:57PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email toi ISG w/settlement		
Note Created: 6/30/08 01:57PM		Note Created By: McDonald, Nancy	Note Type: Corporate Interaction



Customer Service Request Detail # 200814903059

From: McDonald Nancy, V2-US-A-51
Sent: Monday, June 30, 2008 1:56 PM
To: 'ewoods@impartialservices.com'
Cc: Fashola Tom, V2-US-V-3-C
Subject: [REDACTED] N [REDACTED] Long Beach BMW

Hi Emma

Attached is the signed settlement and backup. Repurchase due to SRS issues-last ro number 518098 defect code 6577148100. Please advise when the surrender can take place ,thanks

Kind regards,

Nancy McDonald
Customer Relations and Services
Customer Relations Representative
V2-US-A-51

Telephone
(201) 263 8225

Fax
(201) 930 8484

Mailing address
BMW of North America, LLC
P.O. Box 1227
Westwood, NJ 07675 1227

Activity Status:	Done	Activity Updated:	7/3/08 12:44PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	7/3/08 12:44PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 7/3/08 12:44PM

Note Created By: McDonald, Nancy

Note Type: Corporate Interaction



Customer Service Request Detail # 200814903059

From: ewoods@impartialservices.com
[mailto:ewoods@impartialservices.com]
Sent: Thursday, July 03, 2008 12:09 PM
To: Fashola Tom, V2-US-V-3-C
Cc: Soto Leslie, (T); McDonald Nancy, V2-US-A-51;
trnckee@impartialservices.com
Subject: Check Request Needing Approval - NL12198 - Macias

(See attached file: Macias.NL12198.tif)

Thank You!

Emma Woods
Import Coordinator
Impartial Services Group
2777 Stemmons Frwy, Suite 1425
Dallas, TX 75207
1-800-215-6230 x 519
214-634-2262 fax
ewoods@impartialservices.com,

This e-mail transmission and any documents, files or previous e-mail messages attached to it, are confidential, privileged and/or exempt from disclosure under applicable law. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any review, disclosure, copying, dissemination, destruction or use of any of the information contained in, or attached to this e-mail is strictly prohibited. If you have received this transmission in error, please immediately notify me by forwarding this e-mail to me and then delete the message and its attachments from your computer. Thank you.



Customer Service Request Detail # 200815000831

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i (SA)
Mileage:
Sale: 9/20/07 12:00AM
In Service Date: 9/20/07 12:00AM
Production Date: 7/19/07 12:00AM

Service Request

Service Request #: 200815000831
Brand: BMW
Type: Inquiry
Current Status: Closed
Date Opened: 5/29/08 10:51AM
Created By: Greer, Ryan
Rep Assigned: Greer, Ryan
Date Assigned: 5/29/08 10:51AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 5/29/08 10:54AM
Close Rep: Greer, Ryan
Issue Note: setup function in menu

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT06	ACCESSORY CONTACT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advised customer setup menu is where vehicle values for miles to km can be changed

Attachments

File Name	Comments



Customer Service Request Detail # 200815000831

Activity Status:	Done	Activity Updated:	5/29/08 10:54AM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/29/08 10:54AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	setup function in menu		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00734203316

Customer

Name: Ms [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #: [REDACTED]
[REDACTED] SANTA ROSA, CA [REDACTED]

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage:
Sale: 9/11/06 12:00AM
In Service Date: 9/11/06 12:00AM
Production Date: 5/3/06 12:00AM

Service Request

Service Request #: S00734203316
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/8/07 01:47AM
Created By: ISKY, AAARA
Rep Assigned: Ellis, Jeremy
Date Assigned: 12/18/07 05:31PM
Assigned Dealer: Prestige Imports
Identified Dealer: Prestige Imports
Date Resolved:
Resolve Rep:
Date Closed: 12/19/07 06:53PM
Close Rep: Ellis, Jeremy
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
2nd attempt at contact. Closing SR pending customer call back.

Attachments

File Name	Comments



Customer Service Request Detail # S00734203316

Activity Status:	Done	Activity Updated:	12/8/07 01:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/8/07 01:47AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/8/07 01:47AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026676746 Survey Type: Phone Dealer Code: 23779 Service Advisor SSN: 6593 Service Advisor Cust Pay Code: 150 Service Advisor First Name: PAULA Service Advisor Last Name: WILLIAMSON Service Tech SSN: 1192 Service Tech Cust Pay Code: 282 Service Tech First Name: CHRIS Service Tech Last Name: KING Repair Date: 11/26/2007 Customer Salutation: Ms. Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] [REDACTED] WBAVB17596N VIN 7-N [REDACTED] Invoice Number/RO Number: 054284 Call Disposition Code: CMP Call Date: 12/04/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WOULD LIKE SOMEONE FROM THE CENTER TO CONTACT HER AS WELL AS BMW OF NA. WHEN SHE TOOK HER VEHICLE IN FOR SERVICE, THE GPS SYSTEM WAS NOT FIXED AND HER ON BOARD PROGRAMMING WAS DELETED. WHEN SHE CALLED AND ASKED TO SPEAK TO THE</p>	
--	--



Customer Service Request Detail # S00734203316

Activity Status:	Done	Activity Updated:	12/12/07 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/12/07 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/18/07 04:53PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	12/18/07 04:53PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cust no longer employed by that company		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/18/07 05:52PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/18/07 05:52PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Lft msg for customer at home number. RE: Follow up on survey call back request		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/19/07 06:52PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/19/07 06:52PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	2nd msg lft for customer for call back on survey.		
Note Created:		Note Created By:	
		Note Type:	



Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
[REDACTED] CAMBRIA, CA [REDACTED]

Service Request

Service Request #: S00734602503
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/12/07 01:10AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/12/07 01:10AM
Assigned Dealer:
Identified Dealer: Coast BMW
Date Resolved:
Resolve Rep:
Date Closed: 12/24/07 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 4/10/06 12:00AM
In Service Date: 4/10/06 12:00AM
Production Date: 1/26/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00734602503

Activity Status:	Done	Activity Updated:	12/12/07 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/12/07 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/12/07 01:10AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026598611 Survey Type: Phone Dealer Code: 22820 Service Advisor SSN: 3697 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 6337 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 11/02/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBABT3536K [REDACTED] VIN 7: K [REDACTED] Invoice Number: RO Number: 160895 Call Disposition Code: CMP Call Date: 12/06/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA IF THEY CAN THINK UP SOME KIND OF FIX TO HELP HIM GET RID OF THIS PROBLEM. CUSTOMER STATED WHEN THE VEHICLE IS STARTED, THE SATELLITE SYSTEM IN THE VEHICLE DISPLAYS AN ERROR SAYING THERE IS SOMETHING WRONG WITH THE VEHICLE. THE CENTER HAS T</p>	
---	--



Customer Service Request Detail # S00734602503

Activity Status:	Done	Activity Updated:	12/12/07 04:43PM
Activity Type	Initial Customer Contact	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	12/12/07 04:43PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	No Answer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/13/07 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/13/07 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	12/24/07 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/24/07 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00734704138

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 11/21/06 12:00AM
In Service Date: 11/21/06 12:00AM
Production Date: 9/4/06 12:00AM

Service Request

Service Request #: S00734704138
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/13/07 01:21AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/13/07 01:21AM
Assigned Dealer:
Identified Dealer: BMW of Roseville (AutoWest BMW of R
Date Resolved:
Resolve Rep:
Date Closed: 1/4/08 03:07AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00734704138

Activity Status:	Done	Activity Updated:	12/13/07 01:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/13/07 01:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/13/07 01:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026602983 Survey Type: Phone Dealer Code: 04923 Service Advisor SSN: 0582 Service Advisor Cust Pay Code: 7482 Service Advisor First Name: Fleipe Service Advisor Last Name: Fuentes Service Tech SSN: 5723 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 11/23/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWB73597F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 522928 Call Disposition Code: CMP Call Date: 12/07/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WOULD LIKE A CALL FROM BMW NA ABOUT THE ISSUES WITH THE COMPUTER. SHE CAME IN ON A PRIOR VISIT WITH 15000 MILES ON HER BMW FOR AN OIL CHANGE AND WAS TOLD HER COMPUTER INDICATED SHE WAS STILL 9000 MILES AWAY FROM NEEDING ONE. ON THIS VISIT SHE BROUGHT</p>	
---	--



Customer Service Request Detail # S00734704138

Activity Status:	Done	Activity Updated:	12/14/07 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/14/07 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code d		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code d		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00734705702

Customer

Name:	Mr. [REDACTED]
Registration Method:	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	BAKERSFIELD, CA [REDACTED]

Service Request

Service Request #:	S00734705702
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/13/07 01:51AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/13/07 01:51AM
Assigned Dealer:	
Identified Dealer:	BMW of Bakersfield
Date Resolved:	
Resolve Rep:	
Date Closed:	1/4/08 03:07AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	K [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	330i
Mileage:	
Sale:	9/14/06 12:00AM
In Service Date:	9/14/06 12:00AM
Production Date:	7/18/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPON	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00734705702

Activity Status:	Done	Activity Updated:	12/13/07 01:51AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/13/07 01:51AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/13/07 01:51AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026743863 Survey Type: Phone Dealer Code: 24781 Service Advisor SSN: 4343 Service Advisor Cust Pay Code: 375 Service Advisor First Name: AARON Service Advisor Last Name: STEWART Service Tech SSN: 0675 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 12/03/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: P Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB33596K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 120339 Call Disposition Code: CMP Call Date: 12/08/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW OF BAKERSFIELD FOR FURTHER HELP. CUSTOMER STATED HIS SERVICE ADVISOR WAS GOOD. HE DID NOT KNOW HIS NAME AND THAT HE WAS A NEW SERVICE ADVISOR. HE HAD ISSUES WITH HIS NAVIGATION SYSTEM AS WELL AS THE CONTROLS ON HIS STEERING WHEEL. TH</p>	
---	--



Customer Service Request Detail # S00734705702

Activity Status:	Done	Activity Updated:	12/14/07 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/14/07 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00734803697

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 2/17/06 12:00AM
In Service Date: 2/17/06 12:00AM
Production Date: 1/18/06 12:00AM

Service Request

Service Request #: S00734803697
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/14/07 01:14AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/14/07 01:14AM
Assigned Dealer:
Identified Dealer: BMW of San Francisco
Date Resolved:
Resolve Rep:
Date Closed: 12/14/07 06:16PM
Close Rep: Brown, Kevin
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4151	DOORS - SEALS, EDGE PROTECTION, DC
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer adv cust if the aftermarket alarm is causing an issue the repair would be cust pay.

Attachments

File Name	Comments



Customer Service Request Detail # S00734803697

Activity Status:	Done	Activity Updated:	12/14/07 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/14/07 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/14/07 01:14AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026753894 Survey Type: Dealer Code: 04247 Service Advisor SSN: 1417 Service Advisor Cust Pay Code: Service Advisor First Name: JEFF Service Advisor Last Name: WHITFORD Service Tech SSN: 6711 Service Tech Cust Pay Code: 999303 Service Tech First Name: Justin Service Tech Last Name: Kraft Repair Date: 12/05/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: P Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13580K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 416137 Call Disposition Code: CMP Call Date: 12/08/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED BMW NEEDS TO REALIZE THEIR ACCESSORIES LIKE ALARMS AND CD CHANGERS ARE INFERIOR AND TO STOP BLAMING AFTERMARKET FOR PROBLEMS. HE SAID EVERY TIME HE BRINGS THE VEHICLE IN, IT IS GETTING WORSE. Unadjusted Q1a Answer: Unadjusted Q1a Other ...</p>	
--	--



Customer Service Request Detail # S00734803697

... Comments: U		...	
Activity Status:	Done	Activity Updated:	12/14/07 04:39PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	12/14/07 04:38PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cust asked for # and sttd he will cb		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	12/14/07 06:10PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	12/14/07 06:08PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Cci to adv that he has an aftermarket alarm installed.		
Note Created: 12/14/07 06:08PM		Note Created By: Brown, Kevin	Note Type: Customer Interaction
Cust stts he had an issue with the door opening with the remote and cust stts the dealer diag the issue as being caused by the alarm. Cust stts BMW should not blame veh issues on aftermarket acces.			



Customer Service Request Detail # S00734901414

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan
Mileage:
Sale: 11/30/07 12:00AM
In Service Date: 11/30/07 12:00AM
Production Date: 10/30/07 12:00AM

Service Request

Service Request #: S00734901414
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/15/07 12:42AM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 12/18/07 03:41PM
Assigned Dealer:
Identified Dealer: BMW of Sterling
Date Resolved:
Resolve Rep:
Date Closed: 12/18/07 03:41PM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
cust advsd dlr is working on getting cust into a different veh

Attachments

File Name	Comments



Customer Service Request Detail # S00734901414

Activity Status:	Done	Activity Updated:	12/15/07 12:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/15/07 12:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 12/15/07 12:42AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026667872 Survey Type: Phone Dealer Code: 23276 Sales Advisor Id: 0000081148 Sales Advisor First Name: AL Sales Advisor Last Name: MILANI Retail Date: 11/30/2007 Customer Salutation: Ms. Customer First Name: [REDACTED] Customer Middle Name: E Customer Suffix: Customer AM Phone: Customer PM Phone: [REDACTED] VIN 17: WRAVA33588F VIN 7: F [REDACTED] Call Disposition Code: CMP Call Date: 12/11/2007 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 50 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 100 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER STATED HE IS NOT SATISFIED WITH THE VEHICLE. THERE IS A MAJOR COMPUTER MALFUNCTION WITH THE VEHICLE. HE HAS SPENT MOST OF THE TIME SINCE PURCHASE IN THE SHOP. HE DOES NOT HOLD IT AGAINST THE CENTER. THE CLIENT ADVISOR, AL MALANI, WAS OUTSTANDING. HE SAID HE WOULD LIKE TO SPEAK WITH CORPORATE. Un</p>	
---	--



Customer Service Request Detail # S00734901414

Activity Status:	Done	Activity Updated:	12/18/07 03:41PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	12/18/07 03:41PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00735405086

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan
Mileage:
Sale: 6/16/07 12:00AM
In Service Date: 3/3/07 12:00AM
Production Date: 1/15/07 12:00AM

Service Request

Service Request #: S00735405086
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/20/07 01:38AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/20/07 01:38AM
Assigned Dealer:
Identified Dealer: Otto's BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/7/08 03:14AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735405086

Activity Status:	Done	Activity Updated:	12/20/07 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/20/07 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/20/07 01:38AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026823371 Survey Type: Dealer Code: 67600 Service Advisor SSN: 4308 Service Advisor Cust Pay Code: 14254 Service Advisor First Name: Steve Service Advisor Last Name: Borden Service Tech SSN: 4056 Service Tech Cust Pay Code: 31618 Service Tech First Name: ROBERT Service Tech Last Name: HANEY Repair Date: 12/12/2007 Customer Salutation: [REDACTED] [REDACTED] Customer Middle Name: Customer Suffix: Customer AM [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVC93547K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 335636 Call Disposition Code: CMP Call Date: 12/15/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED IT WOULD HAVE BEEN HELPFUL IF THE 2007 328Xi HAD BEEN BUILT WITH AN OIL DIP STICK, THEREFORE IT WOULD NOT HAVE BEEN SUCH AN URGENT VISIT TO THE CENTER SERVICE AREA IF SHE COULD HAVE TESTED HER OIL WITH A DIPSTICK. SHE SAID THE OIL SENSOR IS FAULT</p>	
---	--



Customer Service Request Detail # S00735405086

Activity Status:	Done	Activity Updated:	1/4/08 03:23AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:23AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/7/08 03:14AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:14AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00735406305

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 5/24/07 12:00AM
In Service Date: 5/24/07 12:00AM
Production Date: 4/18/07 12:00AM

Service Request

Service Request #: S00735406305
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/20/07 02:00AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/20/07 02:00AM
Assigned Dealer:
Identified Dealer: Erhard BMW of Bloomfield Hills
Date Resolved:
Resolve Rep:
Date Closed: 1/7/08 03:15AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735406305

Activity Status:	Done	Activity Updated:	12/20/07 02:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/20/07 02:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/20/07 02:00AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026550245 Survey Type: Phone Dealer Code: 30400 Service Advisor SSN: 4397 Service Advisor Cust Pay Code: 132 Service Advisor First Name: MIKE Service Advisor Last Name: HOOD Service Tech SSN: 5841 Service Tech Cust Pay Code: 37 Service Tech First Name: DOMNIC Service Tech Last Name: ZERILLI Repair Date: 11/19/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAWL13527F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 239617 Call Disposition Code: CMP Call Date: 12/15/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE HAS BEEN HAVING REPETITIVE PROBLEMS INVOLVING HIS STEREO. THE CENTER IS FINE BUT THE PRODUCT IS NOT AS FINE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
--	--



Customer Service Request Detail # S00735406305

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	1/4/08 03:23AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:23AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/7/08 03:15AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:15AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00735504318

Customer

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

Vehicle

Chassis # (US): V [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 3/13/07 12:00AM
In Service Date: 3/13/07 12:00AM
Production Date: 12/8/06 12:00AM

Service Request

Service Request #: S00735504318
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/21/07 01:28AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/21/07 01:28AM
Assigned Dealer:
Identified Dealer: Chapman BMW on Camelback
Date Resolved:
Resolve Rep:
Date Closed: 1/7/08 03:09AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Seat Belts & Accessories for	7200	Seat Belts & Accessories for Body
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735504318

Activity Status:	Done	Activity Updated:	12/21/07 01:28AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/21/07 01:28AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/21/07 01:28AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026698354 Survey Type: Phone Dealer Code: 10729 Service Advisor SSN: 9899 Service Advisor Cust Pay Code: B77 Service Advisor First Name: Matthew Service Advisor Last Name: Trader Service Tech SSN: 0732 Service Tech Cust Pay Code: B75 Service Tech First Name: Greg Service Tech Last Name: Siegfried Repair Date: 11/30/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAVB73507V [REDACTED] VIN 7: [REDACTED] Invoice Number/RO Number: 583465 Call Disposition Code: CMP Call Date: 12/18/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE IS NOT HAPPY WITH THE VEHICLE AND HE HAS HAD PROBLEMS WITH THE BELTS AND COMPUTER. HE SAID HE IS A BIG FAN OF BMW, BUT WITH ALL THE PROBLEMS HE HAS HAD WITH THIS VEHICLE HE IS HAPPY THAT HE LEASED IT AND NOT PURCHASED IT. Unadjusted Q1a Answ</p>	
---	--



Customer Service Request Detail # S00735504318

Activity Status:	Done	Activity Updated:	1/4/08 03:24AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:24AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/7/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00735600779

Customer

Name: Ms [REDACTED]
Preferred Communication Method:
Work #: [REDACTED] 0
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: CARPENTERSVILLE, IL [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Sedan
Mileage:
Sale: 11/30/07 12:00AM
In Service Date: 11/30/07 12:00AM
Production Date: 10/29/07 12:00AM

Service Request

Service Request #: S00735600779
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/22/07 12:37AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/22/07 12:37AM
Assigned Dealer:
Identified Dealer: Patrick BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/9/08 03:09AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735600779

Activity Status:	Done	Activity Updated:	12/22/07 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/22/07 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 12/22/07 12:37AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026669847
Survey Type: Phone
Dealer Code: 86716
Sales Advisor Id: 0000004843
Sales Advisor First Name: ERIC
Sales Advisor Last Name: MANIYA
Retail Date: 11/30/2007
Customer Salutation: Mrs
Customer First Name: [REDACTED]
Customer Middle Name: [REDACTED]
Customer Suffix: [REDACTED]
Customer AM Phone: [REDACTED]
VIN 17: WBAVL93528R [REDACTED]
VIN 7: K [REDACTED]
Call Disposition Code: CMP
Call Date: 12/12/2007
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score: 75
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score: 100
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score: 75
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
Unadjusted Q4 Score: 0
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score: 0
Q6 Fulfillment of all commitments
Unadjusted Q6 Score:
Q7 Respectful and courteous treatment
Unadjusted Q7 Score:
Q8 Overall Satisfaction
Unadjusted Q8 Score:
Q9 Recommend center to a friend
Unadjusted Q9 Score:
Unadjusted Q10 Answer:
Unadjusted Q11 Score:
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA ABOUT THIS PROBLEM. THE SERVICE IS RIDICULOUS. SHE SAID DEAN TALKED BADLY TO HER HUSBAND AND TOLD HIM HE WAS BLIND. THEY NEVER TALKED TO THE SAME PERSON. CENTER SAID THEY HAD TO TALK WITH GERMANY. THE PROBLEM IS STILL NOT RESOLVED. THEY TALKED WITH THE MANA



Customer Service Request Detail # S00735600779

Activity Status:	Done	Activity Updated:	1/7/08 03:21AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:20AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/9/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/9/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00735604174

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 2/15/06 12:00AM
In Service Date: 2/15/06 12:00AM
Production Date: 1/10/06 12:00AM

Service Request

Service Request #: S00735604174
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/22/07 01:33AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/22/07 01:33AM
Assigned Dealer:
Identified Dealer: South Bay BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/9/08 03:10AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735604174

Activity Status:	Done	Activity Updated:	12/22/07 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/22/07 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/22/07 01:33AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026877058 Survey Type: Dealer Code: 22007 Service Advisor SSN: 7858 Service Advisor Cust Pay Code: 630 Service Advisor First Name: JESUS Service Advisor Last Name: PAEZ Service Tech SSN: 5905 Service Tech Cust Pay Code: 249 Service Tech First Name: CAMDEN Service Tech Last Name: WILLIAMS Repair Date: 12/13/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB33506K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 058832 Call Disposition Code: CMP Call Date: 12/19/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE IS SERIOUSLY QUESTIONING WHETHER HE WANT TO PURCHASE ANOTHER BMW NEXT YEAR. THIS IS HIS THIRD BMW IN EIGHT YEARS. HE SAID WHILE THE VEHICLE IS BEAUTIFUL TO DRIVE, THE SERVICE AT BMW CENTER IS NOT QUITE UP TO THE MARK. Unadjusted Q1a Answer: ...</p>	
--	--



Customer Service Request Detail # S00735604174

...		...	
Unadj			
Activity Status:	Done	Activity Updated:	1/7/08 03:19AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:19AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/9/08 03:10AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:10AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00736000018

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 11/19/07 12:00AM
In Service Date: 11/19/07 12:00AM
Production Date: 10/19/07 12:00AM

Service Request

Service Request #: S00736000018
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/26/07 12:30AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/26/07 12:30AM
Assigned Dealer:
Identified Dealer: Classic BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/16/08 04:50AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00736000018

Activity Status:	Done	Activity Updated:	12/26/07 12:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/26/07 12:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/26/07 12:30AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026838673 Survey Type: Phone Dealer Code: 42111 Service Advisor SSN: 0780 Service Advisor Cust Pay Code: 1157 Service Advisor First Name: Benjamin Service Advisor Last Name: Guiette Service Tech SSN: Service Tech Cust Pay Code: 2732 Service Tech First Name: Service Tech Last Name: Repair Date: 12/05/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWL73548F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 568516 Call Disposition Code: CMP Call Date: 12/15/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HIS VEHICLE ONLY HAS 500 MILES ON IT. THE VEHICLE HAD A DEAD BATTERY AND HE HAD TO HAVE IT TOWED IN. THEY LEFT HIM A LOANER. HE HAS HAD A LOT OF PROBLEMS WITH THIS VEHICLE. HE TOOK HIS VEHICLE IN TODAY AS WELL BECAUSE HE WAS UNABLE TO GET HIS RADIO TO TUNE INTO AM</p>	
---	--



Customer Service Request Detail # S00736000018

Activity Status:	Done	Activity Updated:	1/9/08 03:11AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:11AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/16/08 04:50AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:50AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00736005815

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi
Mileage:
Sale: 10/2/06 12:00AM
In Service Date: 10/2/06 12:00AM
Production Date: 8/31/06 12:00AM

Service Request

Service Request #: S00736005815
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/26/07 01:55AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/26/07 01:55AM
Assigned Dealer:
Identified Dealer: Russel BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 03:33AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00736005815

Activity Status:	Done	Activity Updated:	12/26/07 01:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/26/07 01:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/26/07 01:55AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026802557 Survey Type: Phone Dealer Code: 96669 Service Advisor SSN: 9431 Service Advisor Cust Pay Code: 256 Service Advisor First Name: NICOLE Service Advisor Last Name: SABATINI Service Tech SSN: 5455 Service Tech Cust Pay Code: 213 Service Tech First Name: CODY Service Tech Last Name: HENN Repair Date: 12/06/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVDT3526K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 122870 Call Disposition Code: CMP Call Date: 12/20/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE SERVICE WAS GOOD. SHE SAID SHE IS DISSATISFIED WITH THE NAVIGATION AND TELEPHONE SYSTEM. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
---	--



Customer Service Request Detail # S00736005815

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	1/9/08 03:14AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:14AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/10/08 04:07PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	1/10/08 04:06PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for cust - pm		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 03:33AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:33AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00736101434

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Sedan
Mileage:
Sale: 11/30/07 12:00AM
In Service Date: 11/30/07 12:00AM
Production Date: 10/29/07 12:00AM

Service Request

Service Request #: S00736101434
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/27/07 04:23AM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 1/10/08 04:11PM
Assigned Dealer:
Identified Dealer: Patrick BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/10/08 04:11PM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
cust advsd already spoke with someone regarding issue, advsd being handled, writer apologized and advsd will document

Attachments

File Name	Comments



Customer Service Request Detail # S00736101434

Activity Status:	Done	Activity Updated:	12/27/07 04:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/27/07 04:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/27/07 04:23AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026916338 Survey Type: Phone Dealer Code: 86716 Service Advisor SSN: 1106 Service Advisor Cust Pay Code: 70 Service Advisor First Name: MIKE Service Advisor Last Name: JOHNSON Service Tech SSN: 9532 Service Tech Cust Pay Code: 217 Service Tech First Name: AL Service Tech Last Name: STEFFENS Repair Date: 12/12/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVC9352 [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 338356 Call Disposition Code: CMP Call Date: 12/21/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE REQUESTED A CALL FROM THE CENTER. IF THEY CAN RESOLVE THE ISSUE THIS IS HIS FIRST BMW AND HE FEELS THE CENTER HAS NO COURTESY AS THEY WERE RUDE. HE STILL HAS THE PROBLEM THE IPOD IS NOT PLAYING. THEY TOLD HIM THEY WOULD SPEAK TO THE</p>	
--	--



Customer Service Request Detail # S00736101434

Activity Status:	Done	Activity Updated:	1/8/08 05:04PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/8/08 05:04PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/10/08 04:11PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/10/08 04:10PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00736504512

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 10/19/06 12:00AM
In Service Date: 10/19/06 12:00AM
Production Date: 9/22/06 12:00AM

Service Request

Service Request #: S00736504512
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 12/31/07 01:50AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 12/31/07 01:50AM
Assigned Dealer:
Identified Dealer: Erhard BMW of Farmington Hills
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 03:07AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00736504512

Activity Status:	Done	Activity Updated:	12/31/07 01:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/31/07 01:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/31/07 01:50AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026677705 Survey Type: Phone Dealer Code: 20973 Service Advisor SSN: 7459 Service Advisor Cust Pay Code: 1216 Service Advisor First Name: JASON Service Advisor Last Name: BETTS Service Tech SSN: 3771 Service Tech Cust Pay Code: 5209 Service Tech First Name: DAVE Service Tech Last Name: HOWARD Repair Date: 11/27/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Last Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWC33587F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 055369 Call Disposition Code: CMP Call Date: 12/26/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE HAS BEEN IN FOR THE SAME THING THREE OR MORE TIMES FOR THE GPS COMPUTER. SHE DOES NOT FEEL IT IS ERHARD. IT IS THE VEHICLE ITSELF. SHE SAID SHE HAS BEEN VERY HAPPY WITH ALL THAT ERHARD HAS DONE. Unadjusted Q1a Answer: Unadjusted Q1a ...</p>	
---	--



Customer Service Request Detail # S00736504512

... O		...	
Activity Status:	Done	Activity Updated:	1/9/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/10/08 11:38AM
Activity Type	Customer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	1/10/08 11:38AM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/14/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 09		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00800405016

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 3/24/06 12:00AM
In Service Date: 3/24/06 12:00AM
Production Date: 2/8/06 12:00AM

Service Request

Service Request #: S00800405016
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/4/08 01:59AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/4/08 01:59AM
Assigned Dealer:
Identified Dealer: BMW of Palm Springs
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 05:44AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00800405016

Activity Status:	Done	Activity Updated:	1/4/08 01:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 01:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 01:59AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026998454 Survey Type: Phone Dealer Code: 04603 Service Advisor SSN: 8948 Service Advisor Cust Pay Code: 439 Service Advisor First Name: MICHAEL Service Advisor Last Name: BRUNI Service Tech SSN: 9800 Service Tech Cust Pay Code: 5 Service Tech First Name: TONY Service Tech Last Name: MARAGH Repair Date: 12/21/2007 Customer Salutation: Ms. Customer First Name: [REDACTED] Customer Middle Name: M Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13516P1 [REDACTED] VIN 7: F [REDACTED] Invoice Number: RO Number: 078580 Call Disposition Code: CMP Call Date: 12/29/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED IT TOOK AN ENTIRE WEEK TO TALK TO HER SERVICE ADVISOR ABOUT THE TIRE PROBLEM AND GET AN APPT. SHE CALLED REPEATEDLY AND HE NEVER RETURNED HER CALLS AND TOLD HER HE WAS BUSY. SHE CALLED MONDAY TO THURSDAY AND HAD TO PUT WHOLE NEW SET OF TIRES O</p>	
---	--



Customer Service Request Detail # S00800405016

Activity Status:	Done	Activity Updated:	1/10/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/14/08 05:44AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 05:44AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00800707245

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT 206
City/State/Zip: LOS ANGELES, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 6/2/07 12:00AM
In Service Date: 6/2/07 12:00AM
Production Date: 4/17/07 12:00AM

Service Request

Service Request #: S00800707245
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/7/08 04:52AM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 1/10/08 04:41PM
Assigned Dealer:
Identified Dealer: Crevier BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/10/08 04:43PM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6517	IPOD - AUDIO INPUT

Solution Notes

Solution
cust advsd took 7 visits for roof, stts will contact service regarding ipod adaptor, writer apologized and advsd will doc complaint

Attachments

File Name	Comments



Customer Service Request Detail # S00800707245

Activity Status:	Done	Activity Updated:	1/7/08 04:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/7/08 04:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/7/08 04:52AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026799406 Survey Type: Phone Dealer Code: 04552 Service Advisor SSN: 4697 Service Advisor Cust Pay Code: 95619 Service Advisor First Name: SONNY Service Advisor Last Name: MENDONCA Service Tech SSN: 5064 Service Tech Cust Pay Code: 73717 Service Tech First Name: MICHAEL Service Tech Last Name: GRUBER Repair Date: 12/07/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: C Customer Suffix: Customer AM Phone: Customer PM Phone: 3 [REDACTED] VIN 17: WBAWL73507F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 358004 Call Disposition Code: CMP Call Date: 01/02/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS IS THE SEVENTH TIME HE TOOK HIS VEHICLE IN FOR THE SAME PROBLEM. THERE WERE TWO PROBLEMS, BUT THEY FIXED ONE. IT TOOK A LONG TIME TO FIXED THAT ONE PROBLEM. THEY NEED TO BE MORE THOROUGH. HE DOES NOT GO BACK TO THE CENTER. HE SAID HE WOUL</p>	
--	--



Customer Service Request Detail # S00800707245

Activity Status:	Done	Activity Updated:	1/10/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/10/08 04:42PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/10/08 04:41PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust stts took many visits to resolve issue, still has ipod adaptor issue, doesn't stay playing on ipod, freeze and then switch to fm station		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00800709260

Customer

Name: Dr. [REDACTED]
Preferred Communication Method: Cell Phone
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: UNIT 118
City/State/Zip: SAN JOSE, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 11/26/06 12:00AM
In Service Date: 11/26/06 12:00AM
Production Date: 10/17/06 12:00AM

Service Request

Service Request #: S00800709260
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/7/08 06:39AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/7/08 06:39AM
Assigned Dealer:
Identified Dealer: East Bay BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 05:46AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00800709260

Activity Status:	Done	Activity Updated:	1/7/08 06:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/7/08 06:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/7/08 06:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026922165 Survey Type: Phone Dealer Code: 10731 Service Advisor SSN: 7580 Service Advisor Cust Pay Code: 520 Service Advisor First Name: ALAN Service Advisor Last Name: ELIAS Service Tech SSN: 6757 Service Tech Cust Pay Code: 524 Service Tech First Name: FRANK Service Tech Last Name: KEY Repair Date: 12/04/2007 Customer Salutation: [REDACTED] [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone [REDACTED] VIN 17: WBAWB33507F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 213796 Call Disposition Code: CMP Call Date: 01/02/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED BMW NA WAS FIGHTING WITH EAST BAY ABOUT FIXING HIS IDRIVE. IT HAS BEEN REPAIRED IN THE PAST FOR THE SAME THING. HE IS VERY HAPPY WITH EAST BAY BMW, BUT BMW NA IS NOT BEING HELPFUL WITH THE SITUATION AND MAKING IT DIFFICULT TO HAVE THE PROB</p>	
---	--



Customer Service Request Detail # S00800709260

Activity Status:	Done	Activity Updated:	1/10/08 03:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 05:46AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 05:46AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00800710293

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: OYSTER BAY, NY [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 3/17/07 12:00AM
In Service Date: 3/17/07 12:00AM
Production Date: 2/14/07 12:00AM

Service Request

Service Request #: S00800710293
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/7/08 07:22AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/7/08 07:22AM
Assigned Dealer:
Identified Dealer: BMW of Manhattan
Date Resolved:
Resolve Rep:
Date Closed: 1/14/08 03:19AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00800710293

Activity Status:	Done	Activity Updated:	1/7/08 07:22AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/7/08 07:22AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/7/08 07:22AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026804406 Survey Type: Phone Dealer Code: 65775 Service Advisor SSN: 3172 Service Advisor Cust Pay Code: 3172 Service Advisor First Name: Salina Service Advisor Last Name: Cancel Service Tech SSN: 7753 Service Tech Cust Pay Code: 7753 Service Tech First Name: GREGORY Service Tech Last Name: FIGLIO Repair Date: 12/06/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWB73577F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 533782 Call Disposition Code: CMP Call Date: 01/03/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HIS ONLY PROBLEM IS WITH HIS VEHICLE. HE SAID HIS COMPUTER IS HAVING ERROR MESSAGES. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
---	--



Customer Service Request Detail # S00800710293

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	1/10/08 03:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/14/08 03:19AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:19AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00801003600

Customer

Name: Mr [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT 108
City/State/Zip: PLANTATION, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 1/7/07 12:00AM
In Service Date: 1/7/07 12:00AM
Production Date: 11/24/06 12:00AM

Service Request

Service Request #: S00801003600
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/10/08 01:21AM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 1/15/08 11:57AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/15/08 11:58AM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV06	TECHNICAL ASSISTANCE / INFORMATION	CHASSIS ELECTRICAL - G	6135	MIRRORS

Solution Notes

Solution
writer advsd to slide mirror adjustment to driver side and should allow for the psngr mirror to angle down while in reverse, advsd if not to contact service

Attachments

File Name	Comments



Customer Service Request Detail # S00801003600

Activity Status:	Done	Activity Updated:	1/10/08 01:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/10/08 01:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/10/08 01:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055026923098 Survey Type: Phone Dealer Code: Service Advisor SSN: 8680 Service Advisor Cust Pay Code: 8680 Service Advisor First Name: BRANDON Service Advisor Last Name: DELEON Service Tech SSN: 1710 Service Tech Cust Pay Code: 1710 Service Tech First Name: JIM Service Tech Last Name: SHAUGHNESSY Repair Date: 12/18/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB335X7F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 096229 Call Disposition Code: CMP Call Date: 01/04/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED BOTTOM LINE IS HE HAS TO GO BACK AND THIS IS A BRAND NEW VEHICLE. HE PURCHASED A BMW THINKING NOTHING WOULD GO WRONG AFTER SPENDING THAT KIND OF MONEY. HE WANTED VALUE COMING OUT OF THIS VEHICLE INSTEAD OF TAKING IT BACK NOW FOR THE</p>	
---	--



Customer Service Request Detail # S00801003600

Activity Status:	Done	Activity Updated:	1/10/08 03:41PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/10/08 03:40PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 03:27AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:27AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/15/08 11:57AM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/15/08 11:56AM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00801400779

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe SULEV
Mileage:
Sale: 1/29/07 12:00AM
In Service Date: 1/29/07 12:00AM
Production Date: 12/29/06 12:00AM

Service Request

Service Request #: S00801400779
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/14/08 01:00AM
Created By: ISKY, AAARA
Rep Assigned: Capossela, Korrine
Date Assigned: 1/16/08 04:39PM
Assigned Dealer:
Identified Dealer: Westchester BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/16/08 04:40PM
Close Rep: Capossela, Korrine
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
advised cust we have issue noted

Attachments

File Name	Comments



Customer Service Request Detail # S00801400779

Activity Status:	Done	Activity Updated:	1/14/08 01:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/14/08 01:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/14/08 01:00AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027106959 Survey Type: Phone Dealer Code: 15665 Service Advisor SSN: 1736 Service Advisor Cust Pay Code: 55308 Service Advisor First Name: JOE Service Advisor Last Name: AMODEO Service Tech SSN: 9132 Service Tech Cust Pay Code: 242 Service Tech First Name: WAYNE Service Tech Last Name: KRAMEN Repair Date: 12/24/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWV53567F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 268368 Call Disposition Code: CMP Call Date: 01/10/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE ISSUE WAS A COMPUTER GLITCH WHICH PREVENTED THE WHEELS FROM TURNING FASTER THAN 45 RPMs. THAT COULD BE A POTENTIAL SAFETY HAZARD IF THE BMW FAILS TO ACCELERATE IN TRAFFIC AS EXPECTED AND THE CUSTOMER GETS IN AN ACCIDENT. IT APPEARS HE</p>	
--	--



Customer Service Request Detail # S00801400779

Activity Status:	Done	Activity Updated:	1/15/08 11:17AM
Activity Type	Initial Customer Contact	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/15/08 11:16AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/16/08 04:14AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:14AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 02		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/16/08 04:39PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	1/16/08 04:38PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cust sttd she wants her concerns noted- writer advised we have her survey comments		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00801803159

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 9/1/07 12:00AM
In Service Date: 10/31/06 12:00AM
Production Date: 8/2/06 12:00AM

Service Request

Service Request #: S00801803159
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/18/08 01:19AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/18/08 01:19AM
Assigned Dealer:
Identified Dealer: Tate BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/28/08 03:07AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00801803159

Activity Status:	Done	Activity Updated:	1/18/08 01:19AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/18/08 01:19AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/18/08 01:19AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027070407
Survey Type: Phone
Dealer Code: 47969
Service Advisor SSN: 1938
Service Advisor Cust Pay Code: 2005
Service Advisor First Name: Richard
Service Advisor Last Name: Smith
Service Tech SSN: 4269
Service Tech Cust Pay Code: 379
Service Tech First Name: Richard
Service Tech Last Name: Pearo
Repair Date: 12/28/2007
Customer Salutation:
Customer First Name: Compaanv:
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAVB3337F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 323908
Call Disposition Code: CMP
Call Date: 01/14/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: DAVID JACKSON ANSWERED. CUSTOMER
WOULD LIKE A CALL FROM THE CENTER. CUSTOMER STATED HE
HAD TO CALL THEM AND HAS RECEIVED CALL BACKS. HE SAID HE
WOULD NOT RECOMMEND THE CENTER TO FRIENDS.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comm



Customer Service Request Detail # S00801803159

Activity Status:	Done	Activity Updated:	1/21/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/21/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/28/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00802103332

Customer

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

Vehicle

Chassis # (US): V [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 5/15/07 12:00AM
In Service Date: 5/15/07 12:00AM
Production Date: 3/19/07 12:00AM

Service Request

Service Request #: S00802103332
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/21/08 01:34AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/21/08 01:34AM
Assigned Dealer:
Identified Dealer: BMW of Bel Air
Date Resolved:
Resolve Rep:
Date Closed: 1/28/08 03:15AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00802103332

Activity Status:	Done	Activity Updated:	1/21/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/21/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/21/08 01:35AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027080626 Survey Type: Phone Dealer Code: 22817 Service Advisor SSN: 2828 Service Advisor Cust Pay Code: 773 Service Advisor First Name: BRIAN Service Advisor Last Name: ROGERS Service Tech SSN: 3017 Service Tech Cust Pay Code: 871 Service Tech First Name: Keith Service Tech Last Name: Clabaugh Repair Date: 12/28/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB73577V [REDACTED] VIN 7: [REDACTED] Invoice Number/RO Number: 141086 Call Disposition Code: CMP Call Date: 01/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THERE WAS A FEW THINGS NOT FIXED. HE WENT FOR THREE REASONS. IPOD WAS FIXED CORRECTLY. THEY REFUSED TO PUT SNOW TIRES ON AND THEY WERE THE WRONG SIZE. THERE WAS A PROBLEM WITH THE UNDERNEATH PANEL THAT WAS UNUSUAL. THE CENTER SENT HIM TO ANOTHER C</p>	
---	--



Customer Service Request Detail # S00802103332

Activity Status:	Done	Activity Updated:	1/23/08 09:28AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/23/08 09:28AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/28/08 03:15AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:15AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00802103813

Customer

Name: Ms. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
[REDACTED] SCARSDALE, NY [REDACTED]

Service Request

Service Request #: S00802103813
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/21/08 01:58AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/21/08 01:58AM
Assigned Dealer:
Identified Dealer: Westchester BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/28/08 03:14AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi Sports Wagon
Mileage:
Sale: 6/26/06 12:00AM
In Service Date: 6/26/06 12:00AM
Production Date: 5/22/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00802103813

Activity Status:	Done	Activity Updated:	1/21/08 01:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/21/08 01:58AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/21/08 01:58AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027082305
Survey Type: Phone
Dealer Code: 15665
Service Advisor SSN: 2365
Service Advisor Cust Pay Code: 55998
Service Advisor First Name: MARCO
Service Advisor Last Name: DISTEFANO
Service Tech SSN: 0478
Service Tech Cust Pay Code: 55751
Service Tech First Name: ISAAC
Service Tech Last Name: BROCK
Repair Date: 01/02/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: [REDACTED]
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVT13556K [REDACTED]
VIN 7: K [REDACTED]
Invoice Number/RO Number: 268989
Call Disposition Code: DNA
Call Date: 01/16/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
Q2 Respectful and courteous treatment
Unadjusted Q2 Score:
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER DOES NOT WISH TO ANSWER.
CUSTOMER STATED HE IS COMPLETELY DISSATISFIED AS HE HAS
BROUGHT IT IN FIVE OR SIX TIMES FOR THE SAME PROBLEM BUT
IT HAS NOT BEEN FIXED. THE ELECTRONIC SYSTEM BREAKS
DOWN AND SO DOES THE NAVIGATION SYSTEM AND THE RADIO.
SOMETIMES THE VEHIC



Customer Service Request Detail # S00802103813

Activity Status:	Done	Activity Updated:	1/23/08 09:28AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/23/08 09:28AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/28/08 03:14AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:14AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00802403116

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 8/8/06 12:00AM
In Service Date: 8/8/06 12:00AM
Production Date: 6/24/06 12:00AM

Service Request

Service Request #: S00802403116
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/24/08 01:37AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/24/08 01:37AM
Assigned Dealer:
Identified Dealer: Shelly BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/30/08 03:06AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00802403116

Activity Status:	Done	Activity Updated:	1/24/08 01:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/24/08 01:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/24/08 01:37AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027142208 Survey Type: Dealer Code: 65256 Service Advisor SSN: 2773 Service Advisor Cust Pay Code: 30845 Service Advisor First Name: Victoria Service Advisor Last Name: Guthery Service Tech SSN: 3956 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 01/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB33556F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 351327 Call Disposition Code: CMP Call Date: 01/18/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED BMW NA SHOULD PAY CLOSE ATTENTION AND THEIR SHORT FALL. THEY ARE DOING SERIOUS DAMAGE TO THE BRAND NAME. CONSIDERING THE POOR ECONOMY AND LOWER BMW SALES, THIS KIND OF BEHAVIOR SHOULD NOT BE ACCEPTABLE TO BMW NA. Unadjusted Q1a Answer: Unadjusted Q1a Other ...</p>	
--	--



Customer Service Request Detail # S00802403116

... Comments:		...	
Activity Status:	Done	Activity Updated:	1/25/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/25/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/30/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00802403274

Customer

Name: Mr. [REDACTED]
[REDACTED] tion Method:
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
NEWTOWN, PA [REDACTED]

Vehicle

Chassis # (US):	K [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	330xi
Mileage:	
Sale:	2/4/06 12:00AM
In Service Date:	2/4/06 12:00AM
Production Date:	12/5/05 12:00AM

Service Request

Service Request #:	S00802403274
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/24/08 01:41AM
Created By:	ISKY, AAARA
Rep Assigned:	Young, Ron
Date Assigned:	1/29/08 05:14PM
Assigned Dealer:	
Identified Dealer:	Thompson BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/29/08 05:14PM
Close Rep:	Young, Ron
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
attempts exhausted, closed pending call back.

Attachments

File Name	Comments



Customer Service Request Detail # S00802403274

Activity Status:	Done	Activity Updated:	1/24/08 01:41AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/24/08 01:41AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/24/08 01:41AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027155587 Survey Type: Dealer Code: 26776 Service Advisor SSN: 9475 Service Advisor Cust Pay Code: 27 Service Advisor First Name: WAYNE Service Advisor Last Name: GUERTIN Service Tech SSN: 7721 Service Tech Cust Pay Code: 564 Service Tech First Name: LUIGI Service Tech Last Name: ROSANOVA Repair Date: 12/28/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVD33566K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 307534 Call Disposition Code: CMP Call Date: 01/18/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE IS CONSIDERING A NEW VEHICLE AND BMW IS HIS FIRST CHOICE HOWEVER HE IS CONCERNED ABOUT THIS PROBLEM WITH THE COMPUTER. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
---	--



Customer Service Request Detail # S00802403274

... Answer: Unadjusted Q6a		...	
Activity Status:	Done	Activity Updated:	1/24/08 04:04PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/24/08 04:03PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/25/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/25/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/29/08 05:14PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	1/29/08 05:13PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	Lm for cust once again.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00802503901

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage:
Sale: 10/20/07 12:00AM
In Service Date: 9/26/06 12:00AM
Production Date: 6/19/06 12:00AM

Service Request

Service Request #: S00802503901
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/25/08 01:48AM
Created By: ISKY, AAARA
Rep Assigned: Bobo, DeAnne
Date Assigned: 1/29/08 05:05PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 1/29/08 05:06PM
Close Rep: Bobo, DeAnne
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPON	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution
cust did not want anyfurther assistance from writer. Writer apologized and advised would document custs complaint.

Attachments

File Name	Comments



Customer Service Request Detail # S00802503901

Activity Status:	Done	Activity Updated:	1/25/08 01:48AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 01:48AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 01:48AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey

iSky Survey Id: 055027181229

Survey Type:

Dealer Code:

Service Advisor SSN: 7154

Service Advisor Cust Pay Code:

Service Advisor First Name:

Service Advisor Last Name:

Service Tech SSN: 0354

Service Tech Cust Pay Code:

Service Tech First Name:

Service Tech Last Name:

Repair Date: 01/07/2008

Customer Salutation:

[REDACTED]

Customer Middle Name: J

Customer Suffix:

Customer AM Phone

[REDACTED]

VIN 17: WBAVB17566N

VIN 7: N

Invoice Number/RO Number: 010055

Call Disposition Code: CMP

Call Date: 01/20/2008

Q1 Satisfaction with getting a Service Appointment

Unadjusted Q1 Score: 0

Q2 Respectful and courteous treatment

Unadjusted Q2 Score: 0

Q3 Agreed-upon work completed by time promised

Unadjusted Q3 Score: 0

Q4 Explanation of work performed

Unadjusted Q4 Score: 0

Q5 Convenience of drop-off and/or pick-up

Unadjusted Q5 Score: 0

Q6 Quality of work performed

Unadjusted Q6 Score:

Q7 Overall Satisfaction

Unadjusted Q7 Score:

Q8 Recommend Service Dept to a friend

Unadjusted Q8 Score:

Unadjusted Q9 Score:

Customer Comments: CUSTOMER STATED HE IS THE OWNER OF BOTH A 2006 750 AND 2006 325. HE HAS OWNED SIX BMWs IN HIS LIFE TIME ALTHOUGH HE LOVES THE VEHICLE. THE INABILITY OF A GOOD SERVICE DEPT TO KEEP THEM RUNNING PROPERLY DEVALUES THEM. THEY HAVE NOT ONLY LOST HIM AS A FUTURE SERVICE CUSTOMER, BUT ALSO AS A FUTUR



Customer Service Request Detail # S00802503901

Activity Status:	Done	Activity Updated:	1/29/08 05:05PM
Activity Type	Initial Customer Contact	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	1/29/08 04:39PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	writer spoke to cust who said he will never own another BMW. veh pulled to the left and steering wheel locked up. Cust stts center had veh for 3 days		
Note Created: 1/29/08 04:43PM		Note Created By: Bobo, DeAnne	
		Note Type: Initial Customer Contact	
and they advised cust that all vehicles pull to the right. Cust stts that after 4 days he called center at 12:00 pm and they had not looked at veh and then when they finally looked at veh they advised it was a tire. Cust stts they wasted his life and time. Cust also was upset that brakes were not checked after purchase. Writer offered to assist cust and he said he didnt want any assistance from BMW. He has had bad experiences at both centers. Cust stts that another center would be over an hour and a half away and he isnt doing that. Cust stts that he rotated tires at an independant center.			



Customer Service Request Detail # S00802604793

Customer

Name: Ms. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: UNIT 106
City/State/Zip: QUINCY, MA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe SULEV
Mileage:
Sale: 3/4/07 12:00AM
In Service Date: 3/4/07 12:00AM
Production Date: 1/22/07 12:00AM

Service Request

Service Request #: S00802604793
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/26/08 02:11AM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 1/30/08 04:38PM
Assigned Dealer:
Identified Dealer: Herb Chambers BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/1/08 04:14PM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV17	REPEAT REPAIR/COMEBACK	TIRES, WHEELS & SPARE	3620	TIRE PRESSURE MONITORING SYSTEM

Solution Notes

Solution
spk w/cust advsd to contact jim sm directly at 617-731-1700 x197

Attachments

File Name	Comments



Customer Service Request Detail # S00802604793

Activity Status:	Done	Activity Updated:	1/26/08 02:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/26/08 02:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/26/08 02:11AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027120624 Survey Type: Phone Dealer Code: 34400 Service Advisor SSN: 3374 Service Advisor Cust Pay Code: 3950 Service Advisor First Name: CHRIS Service Advisor Last Name: ANSLONO Service Tech SSN: 3968 Service Tech Cust Pay Code: 3995 Service Tech First Name: CHRIS Service Tech Last Name: FOUDOULIS Repair Date: 01/04/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWV53387F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 201024 Call Disposition Code: CMP Call Date: 01/21/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WOULD LIKE A CALL FROM BMW NA REGARDING HER PROBLEMS. THE TIRE PRESSURE LIGHT KEEPS COMING ON AND ALL THEY DID FOR FIVE VISITS WAS TO RESET, WHICH DID NOT SOLVE THE PROBLEM. THEY FINALLY MADE AN APPT AND HAD TO REPLACE A SENSOR, BUT N</p>	
---	--



Customer Service Request Detail # S00802604793

Activity Status:	Done	Activity Updated:	1/30/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/31/08 03:36PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/30/08 04:38PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust stts dsnt like having to go to boston for serv, stts apt not on books, tiny drive in to serv, has to get out of vhl for serv, tpm sensor issue		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/31/08 03:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/31/08 03:36PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	lvm for sm jim crocker, req to see if can get appt for customer with repeat issues on temp sensor		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/1/08 04:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/1/08 04:09PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	spoke with jim sm, see notes		
Note Created:	2/1/08 04:10PM	Note Created By:	Gammon, Jason
Note Type:	Dealer Interaction		
oil service, standard scope, wiper inserts, cel was on, reset ftm, broken mirror, never complained about temp sensor, was advsd to have cust contact directly at x 197			
Activity Status:	Done	Activity Updated:	2/1/08 04:13PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/1/08 04:13PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	spk w/cust advsd to contact jim sm directly at 617-731-1700 x197		
Note Created:	Note Created By:	Note Type:	



--	--



Customer Service Request Detail # S00802803108

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan
Mileage:
Sale: 10/14/07 12:00AM
In Service Date: 10/14/07 12:00AM
Production Date: 9/13/07 12:00AM

Service Request

Service Request #: S00802803108
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/28/08 01:25AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/28/08 01:25AM
Assigned Dealer:
Identified Dealer: South Motors BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/1/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00802803108

Activity Status:	Done	Activity Updated:	1/28/08 01:25AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/28/08 01:25AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/28/08 01:25AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027258557 Survey Type: Dealer Code: 96603 Service Advisor SSN: 7815 Service Advisor Cust Pay Code: 158 Service Advisor First Name: fausto Service Advisor Last Name: leon Service Tech SSN: 0956 Service Tech Cust Pay Code: 972 Service Tech First Name: JORGE Service Tech Last Name: LARGAESPADA Repair Date: 01/04/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVA33548K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 474117 Call Disposition Code: CMP Call Date: 01/22/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SELLING A NEW VEHICLE SHOULD BE A PLEASANT EXPERIENCE AND THE CUSTOMER SHOULD BE ATTENDED TO PROMPTLY. HE REALIZED THE MANAGERS WERE NOT CONCERNED, SO HE TOOK HIS MONEY AND BUSINESS TO KENDALL CHEVROLET AND PURCHASED A NEW CORVETTE. WHEN HE ARRIVED</p>	
--	--



Customer Service Request Detail # S00802803108

Activity Status:	Done	Activity Updated:	1/31/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/31/08 04:15PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/31/08 04:15PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	dead air		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/1/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/1/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 05		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00803004470

Customer

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

Service Request

Service Request #: S00803004470
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/30/08 02:48AM
Created By: ISKY, AAARA
Rep Assigned: Wood, Amber
Date Assigned: 1/31/08 05:01PM
Assigned Dealer:
Identified Dealer: Motor Werks BMW
Date Resolved:
Resolve Rep:
Date Closed: 1/31/08 05:02PM
Close Rep: Wood, Amber
Issue Note: request for 4 new runflat tires

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan
Mileage:
Sale: 8/2/07 12:00AM
In Service Date: 8/2/07 12:00AM
Production Date: 6/11/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV03	WARRANTY ELIGIBILITY	TIRES, WHEELS & SPARE	3616	TIRES - RUN FLAT TIRES

Solution Notes

Solution
customer got all 4 tires covered, is happy.

Attachments

File Name	Comments



Customer Service Request Detail # S00803004470

Activity Status:	Done	Activity Updated:	1/30/08 02:48AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/30/08 02:48AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/30/08 02:48AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027187698 Survey Type: Phone Dealer Code: 62900 Service Advisor SSN: 4101 Service Advisor Cust Pay Code: 415 Service Advisor First Name: NELSON Service Advisor Last Name: DIAZ Service Tech SSN: 0300 Service Tech Cust Pay Code: 390 Service Tech First Name: Allan Service Tech Last Name: Kuta Repair Date: 01/10/2008 Customer Salutation: Ms. Customer First Name: [REDACTED] Customer Middle Name: M Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVC935X7K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 070810 Call Disposition Code: CMP Call Date: 01/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE HAD A PROBLEM WITH HER SUNROOF COMPUTER AND HAD TO TAKE IT IN TWICE FOR IT. SHE IS NOT HAPPY THAT BMW AND BRIDGESTONE PUT DEFECTIVE TIRES ON ALL THE NEW BMW'S. SHE PURCHASED THE VEHICLE IN AUGUST AND IT HAS DEFECTIVE TIRES. SHE FELT BRI</p>	
---	--



Customer Service Request Detail # S00803004470

Activity Status:	Done	Activity Updated:	1/31/08 05:01PM
Activity Type	Initial Customer Contact	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/31/08 04:56PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer		

Note Created: 1/31/08 04:58PM	Note Created By: Wood, Amber	Note Type: Initial Customer Contact
-------------------------------	------------------------------	-------------------------------------

she states that her husband called the dealership and they were able to resolve the issue. She wanted 4 new runflat tires and they were only to give her 2. They have since come to an agreement and customer has received all 4 tires. She is once again a happy BMW customer.	
---	--



Customer Service Request Detail # S00803103294

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 4/6/07 12:00AM
In Service Date: 4/6/07 12:00AM
Production Date: 2/12/07 12:00AM

Service Request

Service Request #: S00803103294
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 1/31/08 01:32AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 1/31/08 01:32AM
Assigned Dealer:
Identified Dealer: BMW of Bellevue
Date Resolved:
Resolve Rep:
Date Closed: 2/7/08 03:00AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803103294

Activity Status:	Done	Activity Updated:	1/31/08 01:32AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/31/08 01:32AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/31/08 01:32AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027286120 Survey Type: Phone Dealer Code: 10732 Service Advisor SSN: 1699 Service Advisor Cust Pay Code: 3413 Service Advisor First Name: MIKE Service Advisor Last Name: EDWARDS Service Tech SSN: 2941 Service Tech Cust Pay Code: 3404 Service Tech First Name: MATTHEW Service Tech Last Name: STEPHENS Repair Date: 01/14/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWL7358F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 705198 Call Disposition Code: CMP Call Date: 01/26/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED IT TOOK FIVE DAYS TO DETERMINE A PROBLEM WITH THE VEHICLE'S SENSORS. HE FELT THE CENTER WAS DISHONEST AND NEGLIGENT. HE FURTHER STATED THE CENTER CHARGE HIM FOR AN EXTRA DAY FOR KEEPING THE VEHICLE, WHEN THE CENTER WAS SLOW AT DIAGNOSING THE ISSUE. CUS</p>	
---	--



Customer Service Request Detail # S00803103294

Activity Status:	Done	Activity Updated:	2/6/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/7/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/7/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00803301328

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan
Mileage:
Sale: 1/22/08 12:00AM
In Service Date: 1/22/08 12:00AM
Production Date: 9/28/07 12:00AM

Service Request

Service Request #: S00803301328
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/2/08 12:46AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/2/08 12:46AM
Assigned Dealer:
Identified Dealer: Rusnak BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/11/08 03:08AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803301328

Activity Status:	Done	Activity Updated:	2/2/08 12:46AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/2/08 12:46AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 2/2/08 12:46AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027345668
Survey Type: Phone
Dealer Code: 86846
Sales Advisor Id: 0000113501
Sales Advisor First Name: NEIL
Sales Advisor Last Name: PERLMUTTER
Retail Date: 01/23/2008
Customer Salutation: Ms
Customer First Name: [REDACTED]
Customer Middle Name: [REDACTED]
Customer Suffix: [REDACTED]
Customer AM [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WRAVA33588K [REDACTED]
VIN 7: K [REDACTED]
Call Disposition Code: CMP
Call Date: 01/29/2008
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score:
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score: 75
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score: 100
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
Unadjusted Q4 Score: 0
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score: 75
Q6 Fulfillment of all commitments
Unadjusted Q6 Score:
Q7 Respectful and courteous treatment
Unadjusted Q7 Score:
Q8 Overall Satisfaction
Unadjusted Q8 Score:
Q9 Recommend center to a friend
Unadjusted Q9 Score:
Unadjusted Q10 Answer:
Unadjusted Q11 Score:
Customer Comments: CUSTOMER STATED SHE ONLY DROVE THE VEHICLE FOR ONE DAY BEFORE THE COMPUTER SYSTEM BECAME DYSFUNCTIONAL. CUSTOMER WAS GIVEN THE CUSTOMER RELATIONS NUMBER.
Unadjusted Q1A Answer:



Customer Service Request Detail # S00803301328

Activity Status:	Done	Activity Updated:	2/8/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/8/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/11/08 03:08AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/11/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00803802807

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #: [REDACTED]
Cell #: [REDACTED]
[REDACTED] SAN ANTONIO, TX [REDACTED]

Service Request

Service Request #: S00803802807
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/7/08 01:34AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/7/08 01:34AM
Assigned Dealer:
Identified Dealer: BMW of San Antonio
Date Resolved:
Resolve Rep:
Date Closed: 2/14/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage:
Sale: 7/7/06 12:00AM
In Service Date: 7/7/06 12:00AM
Production Date: 6/3/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803802807

Activity Status:	Done	Activity Updated:	2/7/08 01:34AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/7/08 01:34AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/7/08 01:34AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027425769 Survey Type: Phone Dealer Code: 42164 Service Advisor SSN: 4379 Service Advisor Cust Pay Code: 137 Service Advisor First Name: James Service Advisor Last Name: Walker Service Tech SSN: 1241 Service Tech Cust Pay Code: 58 Service Tech First Name: MARC Service Tech Last Name: TAMEZ Repair Date: 01/24/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBABW53496F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 391862 Call Disposition Code: CMP Call Date: 02/02/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA REGARDING HIS POOR SERVICE EXPERIENCE. CUSTOMER STATED THEY WERE NOT AN EXEMPLARY BMW CENTER. THERE WAS NO INTERACTION WITH THE CUSTOMERa??S CALL BACKS. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
--	--



Customer Service Request Detail # S00803802807

... Answer:		...	
Activity Status:	Done	Activity Updated:	2/13/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/13/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/14/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/14/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00803807399

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 10/5/06 12:00AM
In Service Date: 10/5/06 12:00AM
Production Date: 7/18/06 12:00AM

Service Request

Service Request #: S00803807399
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/7/08 04:45AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/7/08 04:45AM
Assigned Dealer:
Identified Dealer: East Bay BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/14/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803807399

Activity Status:	Done	Activity Updated:	2/7/08 04:45AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/7/08 04:45AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/7/08 04:45AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027351389 Survey Type: Dealer Code: 10731 Service Advisor SSN: 7055 Service Advisor Cust Pay Code: 577 Service Advisor First Name: AARON Service Advisor Last Name: GINN Service Tech SSN: 6527 Service Tech Cust Pay Code: 592 Service Tech First Name: DAVID Service Tech Last Name: SMITH Repair Date: 01/08/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB33580K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 217664 Call Disposition Code: CMP Call Date: 02/01/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
---	--



Customer Service Request Detail # S00803807399

...		...	
Activity Status:	Done	Activity Updated:	2/13/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/13/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/14/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/14/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00804200488

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage:
Sale: 1/26/08 12:00AM
In Service Date: 9/19/06 12:00AM
Production Date: 12/2/05 12:00AM

Service Request

Service Request #: S00804200488
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/11/08 12:54AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/11/08 12:54AM
Assigned Dealer:
Identified Dealer: BMW of Santa Maria
Date Resolved:
Resolve Rep:
Date Closed: 2/20/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804200488

Activity Status:	Done	Activity Updated:	2/11/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 2/11/08 12:54AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027404268 Survey Type: Phone Dealer Code: 65734 Sales Advisor Id: 0000119925 Sales Advisor First Name: MICHAEL Sales Advisor Last Name: KEENE Retail Date: 01/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WRARW53466F [REDACTED] VIN 7: F [REDACTED] Call Disposition Code: CMP Call Date: 02/04/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 50 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 0 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 50 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 75 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER DESIRES A CALL FROM BMW NA REGARDING HER REFUND. CUSTOMER STATED WHEN SHE PURCHASED HER VEHICLE, THEY TOOK ON AN ADDITIONAL \$2300 EXTRA MAINTENANCE PACKAGE. SHE CURRENTLY WANTED THE MONEY BACK SINCE SHE IS RETURNING THAT VEHICLE FOR A 2007 HARD TOP CONVERTIBLE. SHE CALLED BMW AND THEY WILL RETURN THE MO</p>	
---	--



Customer Service Request Detail # S00804200488

Activity Status:	Done	Activity Updated:	2/18/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/20/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/20/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804200858

Customer

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

Vehicle

Chassis # (US): V [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 4/18/07 12:00AM
In Service Date: 4/18/07 12:00AM
Production Date: 3/7/07 12:00AM

Service Request

Service Request #: S00804200858
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/11/08 01:01AM
Created By: ISKY, AAARA
Rep Assigned: Sabo, Melinda
Date Assigned: 2/15/08 05:02PM
Assigned Dealer:
Identified Dealer: Otto's BMW of Exton
Date Resolved:
Resolve Rep:
Date Closed: 2/15/08 05:02PM
Close Rep: Sabo, Melinda
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	FUEL SUPPLY SYSTEMS	1600	FUEL SUPPLY SYSTEMS

Solution Notes

Solution
attempts satisfied.

Attachments

File Name	Comments



Customer Service Request Detail # S00804200858

Activity Status:	Done	Activity Updated:	2/11/08 01:01AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 01:01AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/11/08 01:01AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027493574 Survey Type: Dealer Code: 67600 Service Advisor SSN: 0866 Service Advisor Cust Pay Code: 33859 Service Advisor First Name: Robert Service Advisor Last Name: Johann Service Tech SSN: Service Tech Cust Pay Code: 15778 Service Tech First Name: Service Tech Last Name: Repair Date: 02/01/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB73517V [REDACTED] VIN 7: V [REDACTED] Invoice Number/RO Number: 338743 Call Disposition Code: CMP Call Date: 02/06/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HIS PROBLEM IS WITH BMW. THE VEHICLE WAS BUILT MARCH 31, 2007 AND BY THAT TIME BMW KNEW THAT THE FUEL PUMPS ON THE 335I WERE BAD AND MANY HAD TO BE REPLACED. HE RECEIVED A SOFTWARE UPGRADE WHICH WIPED OUT HIS SETTINGS FOR THE SEATS, LOCKS AND SIGNALS</p>	
---	--



Customer Service Request Detail # S00804200858

Activity Status:	Done	Activity Updated:	2/14/08 04:56PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/14/08 04:55PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/15/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/15/08 05:02PM
Activity Type	Customer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	2/15/08 05:02PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804202247

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Convertible SULEV
Mileage:
Sale: 1/31/08 12:00AM
In Service Date: 1/31/08 12:00AM
Production Date: 11/5/07 12:00AM

Service Request

Service Request #: S00804202247
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/11/08 01:21AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/11/08 01:21AM
Assigned Dealer:
Identified Dealer: Santa Monica BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/20/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804202247

Activity Status:	Done	Activity Updated:	2/11/08 01:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 01:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 2/11/08 01:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027464469 Survey Type: Phone Dealer Code: 04660 Sales Advisor Id: 0000102481 Sales Advisor First Name: HANS Sales Advisor Last Name: DAKHLIA Retail Date: 01/31/2008 Customer Salutation: Dr Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: [REDACTED] Customer AM Phone: [REDACTED] VIN 17: WBAWR33548F [REDACTED] VIN 7: F [REDACTED] Call Disposition Code: CMP Call Date: 02/05/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 100 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 100 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: [REDACTED] Q7 Respectful and courteous treatment Unadjusted Q7 Score: [REDACTED] Q8 Overall Satisfaction Unadjusted Q8 Score: [REDACTED] Q9 Recommend center to a friend Unadjusted Q9 Score: [REDACTED] Unadjusted Q10 Answer: [REDACTED] Unadjusted Q11 Score: [REDACTED] Customer Comments: CUSTOMER STATED HIS SALESPERSON HANS DAKHLIA DID A GREAT JOB. THERE WAS NO HASSLE AS HE WENT ABOVE AND BEYOND. HE HANDLED EVERYTHING. THERE WERE NO CHANGES AND THE EXPERIENCE WAS PERFECT. YEARS AGO HE PURCHASED A VEHICLE FROM THE CENTER AND THE EXPERIENCE WAS TERRIBLE. A PERSON FROM MERCEDES</p>	
---	--



Customer Service Request Detail # S00804202247

Activity Status:	Done	Activity Updated:	2/18/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/20/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/20/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804401556

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Coupe
Mileage:
Sale: 1/15/08 12:00AM
In Service Date: 1/15/08 12:00AM
Production Date: 11/22/07 12:00AM

Service Request

Service Request #: S00804401556
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/13/08 12:57AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/13/08 12:57AM
Assigned Dealer:
Identified Dealer: Perillo BMW, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 2/18/08 03:08AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804401556

Activity Status:	Done	Activity Updated:	2/13/08 12:57AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/13/08 12:57AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/13/08 12:57AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027494779 Survey Type: Phone Dealer Code: 46786 Service Advisor SSN: Service Advisor Cust Pay Code: 8421 Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 9170 Service Tech Cust Pay Code: 10 Service Tech First Name: Patrick Service Tech Last Name: Kirchens Repair Date: 02/01/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: B Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWC33518P [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 241262 Call Disposition Code: TPI Call Date: 02/07/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: GAIL STEIN. CUSTOMER STATED SHE WAS COMPLETELY UNSATISFIED WITH HER SERVICE EXPERIENCE FOR SEVERAL REASONS. SHE WAS DISAPPOINTED HER BRAND NEW VEHICLE HAD TO HAVE THE RADIO REPLACED. THE SERVICE DEPARTMENT PUT ABOUT ONE HUNDRED MILES ON IT WHILE TESTING AND RETURNED IT WI</p>	
--	--



Customer Service Request Detail # S00804401556

Activity Status:	Done	Activity Updated:	2/15/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/18/08 03:08AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804405346

Customer

Name: Mr W. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: # 2
City/State/Zip: MELROSE, MA [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi Sports Wagon
Mileage: 27,700
Sale: 1/24/07 12:00AM
In Service Date: 6/14/06 12:00AM
Production Date: 3/29/06 12:00AM

Service Request

Service Request #: S00804405346
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/13/08 02:36AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/13/08 02:36AM
Assigned Dealer:
Identified Dealer: BMW of Peabody
Date Resolved:
Resolve Rep:
Date Closed: 2/15/08 01:35PM
Close Rep: Brown, Kevin
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

Solution Notes

Solution
Writer thanked the cust for the feedback and adv will document..

Attachments

File Name	Comments



Customer Service Request Detail # S00804405346

Activity Status:	Done	Activity Updated:	2/13/08 02:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/13/08 02:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/13/08 02:36AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027501794 Survey Type: Dealer Code: Service Advisor SSN: 3921 Service Advisor Cust Pay Code: 270 Service Advisor First Name: KAY Service Advisor Last Name: REICHARD Service Tech SSN: 4165 Service Tech Cust Pay Code: 316 Service Tech First Name: PHILLIP Service Tech Last Name: PEDONE Repair Date: 01/30/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVL135X6K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 072155 Call Disposition Code: CMP Call Date: 02/06/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE PROCESS FOR ADDING AN IPOD AFTER MARKET IS POOR, WHILE RELATED TO THE SOFTWARE USED TO LINK IT TO THE VEHICLES SYSTEMS. HE SAID THIS PROCESS SHOULD BE OVERHAULED. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
--	--



Customer Service Request Detail # S00804405346

... Answer: Unad		...	
Activity Status:	Done	Activity Updated:	2/15/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/15/08 01:33PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	2/15/08 01:27PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Cust stts service and product is great.		
Note Created: 2/15/08 01:27PM		Note Created By: Brown, Kevin	Note Type: Customer Interaction
Cust also would like to document complaint on th aftersales Ipod connection thru glove box. Cust stts he likes the new usb port and feels the connection thru the dash should be simpler.			
Cust would also like an interface between the ipod and the nav screen for his model. Writer thanked the cust for the feedback and adv will document.			



Customer Service Request Detail # S00804502198

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 11/20/06 12:00AM
In Service Date: 11/20/06 12:00AM
Production Date: 10/11/06 12:00AM

Service Request

Service Request #: S00804502198
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/14/08 12:59AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/14/08 12:59AM
Assigned Dealer:
Identified Dealer: The Automaster
Date Resolved:
Resolve Rep:
Date Closed: 2/21/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804502198

Activity Status:	Done	Activity Updated:	2/14/08 12:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/14/08 12:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/14/08 12:59AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027494907 Survey Type: Phone Dealer Code: 16718 Service Advisor SSN: Service Advisor Cust Pay Code: 1728 Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 0948 Service Tech Cust Pay Code: 1447 Service Tech First Name: JAN Service Tech Last Name: BROOKS Repair Date: 01/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: S Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWU33387F [REDACTED] VIN 7: F [REDACTED] Invoice Number: RO Number: 261150 Call Disposition Code: DNA Call Date: 02/08/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: JOHN WILSON. CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED HE IS UPSET HE HAS A BAD VEHICLE. HE SAID HE HAS TO BRING IT IN FOR ENTIRE PROGRAMING SYSTEM. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
---	--



Customer Service Request Detail # S00804502198

... Answer: Unadjusted Q5a Answer: Unadjus		...	
Activity Status:	Done	Activity Updated:	2/20/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/20/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/21/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/21/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00804605524

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan (S. Africa)
Mileage:
Sale: 3/1/07 12:00AM
In Service Date: 3/1/07 12:00AM
Production Date: 11/14/06 12:00AM

Service Request

Service Request #: S00804605524
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/15/08 04:22AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/15/08 04:22AM
Assigned Dealer:
Identified Dealer: Bob Smith BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/22/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804605524

Activity Status:	Done	Activity Updated:	2/15/08 04:22AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/15/08 04:22AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/15/08 04:22AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027553838
Survey Type: Phone
Dealer Code: 04637
Service Advisor SSN: 4901
Service Advisor Cust Pay Code: 567
Service Advisor First Name: Fernando
Service Advisor Last Name: Altonaga
Service Tech SSN: 6915
Service Tech Cust Pay Code: 339
Service Tech First Name: ROBERT
Service Tech Last Name: MALDONADO
Repair Date: 01/30/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVA37567N [REDACTED]
VIN 7: N [REDACTED]
Invoice Number/RO Number: 365905
Call Disposition Code: DNA
Call Date: 02/11/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
Q2 Respectful and courteous treatment
Unadjusted Q2 Score:
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER DID NOT WISH TO ANSWER.
CUSTOMER STATED SHE KEEPS HAVING PROBLEMS WITH THE
COMPUTER. IT WILL REBOOT, SHUT OFF, GET STUCK OR LOCKED
UP. SHE HAS BEEN IN FIVE OR SIX TIMES FOR THIS AND THEY
HAVE ALREADY PUT THE LATEST UPDATES ON IT, BUT SHE IS
STILL HAVING THE SA



Customer Service Request Detail # S00804605524

Activity Status:	Done	Activity Updated:	2/21/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/21/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804702930

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 4/19/07 12:00AM
In Service Date: 3/31/06 12:00AM
Production Date: 2/16/06 12:00AM

Service Request

Service Request #: S00804702930
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/16/08 01:40AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/16/08 01:40AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 2/22/08 03:05AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804702930

Activity Status:	Done	Activity Updated:	2/16/08 01:40AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/16/08 01:40AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/16/08 01:40AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027409476 Survey Type: Phone Dealer Code: Service Advisor SSN: 8821 Service Advisor Cust Pay Code: 532 Service Advisor First Name: mark Service Advisor Last Name: meyer Service Tech SSN: 4169 Service Tech Cust Pay Code: 461 Service Tech First Name: TONY Service Tech Last Name: BONNER Repair Date: 01/25/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB135X6K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 047949 Call Disposition Code: CMP Call Date: 02/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATES THE VEHICLE IS ALWAYS IN AND OUT OF THE SHOP FOR DIFFERENT REASONS AND WHEN IT COMES OUT OF SERVICE ANOTHER PROBLEM HAPPENS. HE SAID HE LIKES THE NEW FEATURE OF THE CAR WASH. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
--	--



Customer Service Request Detail # S00804702930

... Ans		...	
Activity Status:	Done	Activity Updated:	2/20/08 05:21PM
Activity Type	Initial Customer Contact	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/20/08 05:19PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/21/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/21/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/21/08 04:51PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/21/08 04:50PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	adv would try back tomorrow, put in Siebel to redial #		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 07		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804903140

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan SULEV
Mileage:
Sale: 12/2/06 12:00AM
In Service Date: 12/2/06 12:00AM
Production Date: 9/12/06 12:00AM

Service Request

Service Request #: S00804903140
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/18/08 01:24AM
Created By: ISKY, AAARA
Rep Assigned: Wood, Amber
Date Assigned: 2/21/08 04:33PM
Assigned Dealer:
Identified Dealer: Weatherford BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/22/08 12:59PM
Close Rep: Wood, Amber
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
customer does not care for iDrive. Writer thanked for feedback.

Attachments

File Name	Comments



Customer Service Request Detail # S00804903140

Activity Status:	Done	Activity Updated:	2/18/08 01:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 01:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 01:24AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027243745
Survey Type: Phone
Dealer Code: 04514
Service Advisor SSN: 0401
Service Advisor Cust Pay Code: 330
Service Advisor First Name: STEVE
Service Advisor Last Name: GASS
Service Tech SSN: 1022
Service Tech Cust Pay Code: 319
Service Tech First Name: CHARLES
Service Tech Last Name: NOACK
Repair Date: 01/17/2008
Customer Salutation: Mr.
Customer First Name: [REDACTED]
Customer Middle Name: P
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAVC53597H [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 095941
Call Disposition Code: CMP
Call Date: 02/12/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE IS ABOUT TO TRADE IN HIS VEHICLE FOR A TOYOTA BECAUSE THERE ARE TOO MANY PROBLEMS WITH HIS VEHICLE. HE SAID THE IDRIVE IN THE BMW'S NEEDS TO BE A LITTLE BIT BETTER. HE SAID THE BLUETOOTH IS GREAT WHEN IT WORKS.
Unadjusted Q1a An



Customer Service Request Detail # S00804903140

Activity Status:	Done	Activity Updated:	2/21/08 04:33PM
Activity Type	Initial Customer Contact	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/21/08 04:32PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	wrong number (925)253-8272		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/08 12:49PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/22/08 12:49PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	called 9259431875 and was told wrong number, is a restaurant.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/08 12:59PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/22/08 12:55PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer		
Note Created: 2/22/08 12:59PM		Note Created By: Wood, Amber	
		Note Type: Customer Interaction	
Customer does not care for iDrive and suggests that we abandon the system.			



Customer Service Request Detail # S00804903853

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan (S. Africa)
Mileage:
Sale: 8/25/07 12:00AM
In Service Date: 2/12/07 12:00AM
Production Date: 11/8/06 12:00AM

Service Request

Service Request #: S00804903853
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/18/08 01:37AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/18/08 01:37AM
Assigned Dealer:
Identified Dealer: Valencia BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/25/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804903853

Activity Status:	Done	Activity Updated:	2/18/08 01:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 01:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 01:37AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027386400
Survey Type: Phone
Dealer Code: 22180
Service Advisor SSN: 4929
Service Advisor Cust Pay Code: 1918
Service Advisor First Name: JASON
Service Advisor Last Name: GIAMBI
Service Tech SSN: 9847
Service Tech Cust Pay Code: 2963
Service Tech First Name: JOSEPH
Service Tech Last Name: TURNIPSEED
Repair Date: 01/22/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: M
Customer Suffix:
Customer AM [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVA37517N [REDACTED]
VIN 7: N [REDACTED]
Invoice Number/RO Number: 089410
Call Disposition Code: CMP
Call Date: 02/12/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THERE IS A PROBLEM
WITH SOFTWARE AND THEY ARE UNABLE TO FIX IT. THERE IS NO
RESOLUTION AT THIS TIME.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...



Customer Service Request Detail # S00804903853

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	2/22/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/25/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00805103416

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 9/20/07 12:00AM
In Service Date: 9/20/07 12:00AM
Production Date: 1/30/07 12:00AM

Service Request

Service Request #: S00805103416
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/20/08 01:26AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/20/08 01:26AM
Assigned Dealer:
Identified Dealer: BMW of Palm Springs
Date Resolved:
Resolve Rep:
Date Closed: 2/27/08 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00805103416

Activity Status:	Done	Activity Updated:	2/20/08 01:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/20/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/20/08 01:26AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027469800 Survey Type: Phone Dealer Code: 04603 Service Advisor SSN: 8948 Service Advisor Cust Pay Code: 439 Service Advisor First Name: MICHAEL Service Advisor Last Name: BRUNI Service Tech SSN: 1414 Service Tech Cust Pay Code: 370 Service Tech First Name: MARTIN Service Tech Last Name: BARRERA Repair Date: 01/30/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB73587F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 079736 Call Disposition Code: CMP Call Date: 02/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE IS THE PROBLEM. HE BOUGHT IT NEW AND IT HAS HAD MANY PROBLEM SINCE PURCHASE. IT CHOKES WHEN STARTING AND TAKES TWO OR THREE TRIES TO GET IT STARTED, IT IDLES ROUGH, THERE IS A VIBRATION, A CONTROL UNIT WENT OUT AND IT HAD TO</p>	
--	--



Customer Service Request Detail # S00805103416

Activity Status:	Done	Activity Updated:	2/22/08 05:02PM
Activity Type	Initial Customer Contact	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	2/22/08 05:01PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	dead air.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/25/08 03:11AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:11AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/26/08 04:43PM
Activity Type	Customer Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	2/26/08 04:42PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/27/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/27/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer

Name: Mr. [REDACTED]
[REDACTED] Communication Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] GAINESVILLE, FL [REDACTED]

Service Request

Service Request #: S00805402522
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/23/08 01:04AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/23/08 01:04AM
Assigned Dealer:
Identified Dealer: All Pro BMW Ocala
Date Resolved:
Resolve Rep:
Date Closed: 2/29/08 03:07AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 3/21/07 12:00AM
In Service Date: 3/21/07 12:00AM
Production Date: 2/14/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00805402522

Activity Status:	Done	Activity Updated:	2/23/08 01:04AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/23/08 01:04AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/23/08 01:04AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027619150 Survey Type: Phone Dealer Code: 23353 Service Advisor SSN: 4995 Service Advisor Cust Pay Code: 874 Service Advisor First Name: Sharon Service Advisor Last Name: Keen Service Tech SSN: 0080 Service Tech Cust Pay Code: 224 Service Tech First Name: justin Service Tech Last Name: kramer Repair Date: 02/12/2008 Customer Salutation: Customer First Name: [REDACTED] [REDACTED] Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB73567F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 137141 Call Disposition Code: CMP Call Date: 02/19/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE HAS COMMENTS DIRECTED TO BMW NA. ONE OF THE PROBLEMS HE TOOK HIS BMW DOWN TO HAVE RESOLVED. IT HAD TO DO WITH THE NAVIGATION SYSTEM AND SPECIFICALLY THE TRAFFIC MONITORING PORTION. THIS WORKED FOR SOME NINE MONTHS. BMW TOLD HIM IT C</p>	
---	--



Customer Service Request Detail # S00805402522

Activity Status:	Done	Activity Updated:	2/27/08 05:11PM
Activity Type	Initial Customer Contact	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/27/08 05:11PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/28/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/28/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/28/08 05:12PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/28/08 05:11PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/29/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/29/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00805402530

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage:
Sale: 4/22/06 12:00AM
In Service Date: 4/22/06 12:00AM
Production Date: 2/15/06 12:00AM

Service Request

Service Request #: S00805402530
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/23/08 01:04AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/23/08 01:04AM
Assigned Dealer:
Identified Dealer: Richmond BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/29/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00805402530

Activity Status:	Done	Activity Updated:	2/23/08 01:04AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/23/08 01:04AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/23/08 01:04AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027561682 Survey Type: Phone Dealer Code: 21608 Service Advisor SSN: 4400 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 3378 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 02/07/2008 Customer Salutation: Ms Customer First Name: [REDACTED] Customer Middle Name: P Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB17516N VIN 7: N [REDACTED] Invoice Number/RO Number: 017239 Call Disposition Code: TPI Call Date: 02/19/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: ALLISON PUGH. CUSTOMER STATED SHE HAD A LIGHT COMING ON DASHBOARD. IT WAS DEFECTIVE AIR BAG. SHE WAS CONCERNED FOR HER SAFETY. THE CENTER HAD A CHRISTMAS PARTY THAT DAY. THEY WERE MORE CONCERNED WITH THEIR PARTY RATHER THAN HELPING HER WITH HER VEHICLE. THEY TURNED OF</p>	
--	--



Customer Service Request Detail # S00805402530

Activity Status:	Done	Activity Updated:	2/27/08 05:24PM
Activity Type	Initial Customer Contact	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/27/08 05:24PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/28/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/28/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/28/08 04:35PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	2/28/08 04:30PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	called customer. not available. Im		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/29/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/29/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00805601810

Customer

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

Service Request

Service Request #: S00805601810
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/25/08 10:20AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/25/08 10:20AM
Assigned Dealer:
Identified Dealer: BMW Concord
Date Resolved:
Resolve Rep:
Date Closed: 2/29/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Coupe SULEV
Mileage:
Sale: 10/18/07 12:00AM
In Service Date: 10/18/07 12:00AM
Production Date: 9/5/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00805601810

Activity Status:	Done	Activity Updated:	2/25/08 10:20AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/25/08 10:20AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/25/08 10:20AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027683625 Survey Type: Phone Dealer Code: 04497 Service Advisor SSN: 5390 Service Advisor Cust Pay Code: 196 Service Advisor First Name: KATHY Service Advisor Last Name: DANSIE Service Tech SSN: 2624 Service Tech Cust Pay Code: 56 Service Tech First Name: ADAM Service Tech Last Name: BOGDANOWICZ Repair Date: 02/12/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: P Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWV13548F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 409281 Call Disposition Code: CMP Call Date: 02/21/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMERS STATED SHE WOULD LIKE A CALL FROM BMW NA CONCERNING HER THREE VISITS TO THE CENTER THAT RESULTED IN NOTHING. HER MAIN ISSUE IS THE BLUETOOTH PHONE SERVICE. SHE ALSO HAS A PROBLEM WITH THE NAVIGATION SYSTEM AND A TOOL MISSING FROM HER TOOL BOX SINCE THE</p>	
---	--



Customer Service Request Detail # S00805601810

Activity Status:	Done	Activity Updated:	2/28/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/28/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/29/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/29/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00805803466

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage:
Sale: 1/21/07 12:00AM
In Service Date: 1/21/07 12:00AM
Production Date: 11/25/06 12:00AM

Service Request

Service Request #: S00805803466
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 2/27/08 01:24AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 2/27/08 01:24AM
Assigned Dealer:
Identified Dealer: Pacific BMW
Date Resolved:
Resolve Rep:
Date Closed: 2/28/08 04:52PM
Close Rep: Cumella, Anthony
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Cust stts he will wait for the people who have been calling to call back

Attachments

File Name	Comments



Customer Service Request Detail # S00805803466

Activity Status:	Done	Activity Updated:	2/27/08 01:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/27/08 01:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/27/08 01:24AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027604026 Survey Type: Phone Dealer Code: 76837 Service Advisor SSN: 7198 Service Advisor Cust Pay Code: 9107 Service Advisor First Name: DOUG Service Advisor Last Name: MCCLURE Service Tech SSN: 0143 Service Tech Cust Pay Code: 9409 Service Tech First Name: JOSE Service Tech Last Name: CORONA Repair Date: 02/12/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVA33577F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 056389 Call Disposition Code: CMP Call Date: 02/22/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HIS VEHICLE WOULD NOT START THE FIRST THING IN THE MORNING OR WHEN IT IS COLD OUT. THE CENTER CANNOT FIGURE OUT WHY. HE SAID TO SOLVE THE PROBLEM WITH HIS VEHICLE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted ...</p>	
--	--



Customer Service Request Detail # S00805803466

... Q3a		...	
Activity Status:	Done	Activity Updated:	2/28/08 04:51PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	2/28/08 04:51PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	cust stts he has been called twice and he is inq if we have called. wtrr adv cust no calls from this office. Cust will wait for call back.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00806100649

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan (S. Africa)
Mileage:
Sale: 2/16/08 12:00AM
In Service Date: 2/16/08 12:00AM
Production Date: 11/15/07 12:00AM

Service Request

Service Request #: S00806100649
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/1/08 12:37AM
Created By: ISKY, AAARA
Rep Assigned: Monro, Jason
Date Assigned: 3/5/08 04:55PM
Assigned Dealer:
Identified Dealer: Century West BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/5/08 04:56PM
Close Rep: Monro, Jason
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
Call attempts satisfied.

Attachments

File Name	Comments



Customer Service Request Detail # S00806100649

Activity Status:	Done	Activity Updated:	3/1/08 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/1/08 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 3/1/08 12:37AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027704903
Survey Type: Phone
Dealer Code: 20268
Sales Advisor Id: 0000021024
Sales Advisor First Name: MARK
Sales Advisor Last Name: NISHIMURA
Retail Date: 02/20/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WRAVA375X8N
VIN 7: N [REDACTED]
Call Disposition Code: CMP
Call Date: 02/25/2008
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score: 100
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score: 100
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score: 100
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
Unadjusted Q4 Score: 50
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score: 75
Q6 Fulfillment of all commitments
Unadjusted Q6 Score:
Q7 Respectful and courteous treatment
Unadjusted Q7 Score:
Q8 Overall Satisfaction
Unadjusted Q8 Score:
Q9 Recommend center to a friend
Unadjusted Q9 Score:
Unadjusted Q10 Answer:
Unadjusted Q11 Score:
Customer Comments: CUSTOMER STATED THEY ASKED HIM TO BRING IT BACK THE FOLLOWING MONDAY. SO HE WENT TO ANOTHER CENTER AND THE OTHER CENTER FOUND A LOOSE FIBER OPTIC CABLE. HE DID NOT KNOW WHAT THEY DID ON THE SERVICE END. THEY JUST TOOK IT AROUND THE CORNER AND PARKED IT FOR THAT HALF AN HOUR OR THEY DID NOT HAVE TE



Customer Service Request Detail # S00806100649

Activity Status:	Done	Activity Updated:	3/4/08 04:48PM
Activity Type	Initial Customer Contact	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/4/08 04:48PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	cust hung up.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/5/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/5/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/5/08 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	3/5/08 04:53PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00806300833

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: PROSPECT HTS, IL [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 3/10/06 12:00AM
In Service Date: 3/10/06 12:00AM
Production Date: 2/2/06 12:00AM

Service Request

Service Request #: S00806300833
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/3/08 12:53AM
Created By: ISKY, AAARA
Rep Assigned: Roach, Casey
Date Assigned: 3/4/08 05:04PM
Assigned Dealer:
Identified Dealer: Patrick BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/4/08 05:06PM
Close Rep: Roach, Casey
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Thanked customer for feedback, and he will try methods for de-glazing the brakes.

Attachments

File Name	Comments



Customer Service Request Detail # S00806300833

Activity Status:	Done	Activity Updated:	3/3/08 12:53AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/3/08 12:53AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/3/08 12:53AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027660378 Survey Type: Dealer Code: 86716 Service Advisor SSN: 9473 Service Advisor Cust Pay Code: 12 Service Advisor First Name: ANDY Service Advisor Last Name: MACUIBA Service Tech SSN: Service Tech Cust Pay Code: 287 Service Tech First Name: Service Tech Last Name: Repair Date: 02/15/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13556K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 342998 Call Disposition Code: CMP Call Date: 02/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HIS BRAKES SQUEAL EVERY TIME HE STOPS. THEY CANNOT SEEM TO RESOLVE THE PROBLEM. THEY HAVE TRIED TO CLEAN THE BRAKES AND CHANGE THE SENSORS AND THAT HELPS FOR A WHILE, BUT ONLY FOR A FEW DAYS. IF IT WERE NOT FOR THE ISSUE WITH THE BRAKES HE WOULD GIVE ALL FIVES. ...</p>	
--	--



Customer Service Request Detail # S00806300833

...		...	
U			
Activity Status:	Done	Activity Updated:	3/4/08 05:04PM
Activity Type	Initial Customer Contact	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	3/4/08 04:55PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Spoke with customer.		
Note Created: 3/4/08 04:56PM		Note Created By: Roach, Casey	
		Note Type: Initial Customer Contact	
Spoke with customer - he has ongoing problems with brake squeal. Customer states that the problem has been annoying, the dealer cleans the brakes, and the problem continues. The customer states he will unlikely purchase another BMW because of the problem. Writer apologized and explained methods to avoid glazing on the brakes. customer thanked writer and advised that he will try the approach.			



Customer Service Request Detail # S00806303881

Customer

Name: Ms. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT 4209
City/State/Zip: SAN DIEGO, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe
Mileage:
Sale: 11/3/06 12:00AM
In Service Date: 11/3/06 12:00AM
Production Date: 9/20/06 12:00AM

Service Request

Service Request #: S00806303881
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/3/08 01:59AM
Created By: ISKY, AAARA
Rep Assigned: Young, Ron
Date Assigned: 3/4/08 05:04PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/4/08 05:18PM
Close Rep: Young, Ron
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
called on home # and LM with female. she took # and advised cust is always working. she will have cust rtn call when avail. closed pending.

Attachments

File Name	Comments



Customer Service Request Detail # S00806303881

Activity Status:	Done	Activity Updated:	3/3/08 01:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/3/08 01:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/3/08 01:59AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027740666
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 1990
Service Advisor Cust Pay Code: 482
Service Advisor First Name: Cory
Service Advisor Last Name: Wheeler
Service Tech SSN: 7574
Service Tech Cust Pay Code: 300
Service Tech First Name: JASON
Service Tech Last Name: SCHOEP
Repair Date: 02/21/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [REDACTED]
VIN 17: WBAWB33507F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 405284
Call Disposition Code: CMP
Call Date: 02/27/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 0
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 25
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED SHE WANTS TO BE CONTACTED BY BMW NA AND THE CENTER'S MANAGER TO TRY TO RESOLVE THIS SITUATION. SHE HAD A GLITCH IN HER COMPUTER AND SHE HAS BEEN ARGUING WITH HER SERVICE ADVISOR CORY. THE LOANER VEHICLE SHE RECEIVED SMELLED BAD AND HAD COFFEE STAINS IN IT. TH



Customer Service Request Detail # S00806303881

Activity Status:	Done	Activity Updated:	3/4/08 05:04PM
Activity Type	Initial Customer Contact	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	3/4/08 05:03PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	female advised wrong #.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/4/08 05:16PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	3/4/08 05:16PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	called on home # and LM with female. she took # and advised cust is always working. she will have cust rtn call when avail.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00806400539

Customer

Name: Ms [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT J303
City/State/Zip: JUPITER, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 5/11/07 12:00AM
In Service Date: 5/11/07 12:00AM
Production Date: 4/11/07 12:00AM

Service Request

Service Request #: S00806400539
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/4/08 12:42AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/4/08 12:42AM
Assigned Dealer:
Identified Dealer: Braman Motorcars
Date Resolved:
Resolve Rep:
Date Closed: 3/7/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4151	DOORS - SEALS, EDGE PROTECTION, DC

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00806400539

Activity Status:	Done	Activity Updated:	3/4/08 12:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/4/08 12:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/4/08 12:42AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027720836 Survey Type: Phone Dealer Code: 46891 Service Advisor SSN: 7430 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 5921 Service Tech Cust Pay Code: 101 Service Tech First Name: JIM Service Tech Last Name: MINTERN Repair Date: 02/15/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: M Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWL13547F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 529581 Call Disposition Code: CMP Call Date: 02/29/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THEY HAVE TAKEN IN THE VEHICLE SEVERAL TIMES FOR MULTIPLE PROBLEMS INCLUDING RADIO PROBLEMS, DOOR MOTORS GOING OUT AND THE TOP NOT LATCHING. THEY LEFT GREASE ALL OVER THE EXTERIOR. SHE CALLED MULTIPLE TIMES WITH NO RESPONSE INCLUDI</p>	
--	--



Customer Service Request Detail # S00806400539

Activity Status:	Done	Activity Updated:	3/6/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/6/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/7/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/7/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00806501755

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage:
Sale: 7/21/06 12:00AM
In Service Date: 7/21/06 12:00AM
Production Date: 3/29/06 12:00AM

Service Request

Service Request #: S00806501755
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/5/08 01:07AM
Created By: ISKY, AAARA
Rep Assigned: Labatzky, Karen
Date Assigned: 3/5/08 03:00PM
Assigned Dealer:
Identified Dealer: Orr BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/5/08 03:00PM
Close Rep: Labatzky, Karen
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
close, see 200805802862

Attachments

File Name	Comments



Customer Service Request Detail # S00806501755

Activity Status:	Done	Activity Updated:	3/5/08 01:07AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/5/08 01:07AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/5/08 01:07AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027774423 Survey Type: Dealer Code: 43764 Service Advisor SSN: 0646 Service Advisor Cust Pay Code: 145 Service Advisor First Name: APRIL Service Advisor Last Name: MOELLENKAMP Service Tech SSN: 2978 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 02/26/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB17506N [REDACTED] VIN 7: N [REDACTED] Invoice Number/RO Number: 010770 Call Disposition Code: CMP Call Date: 02/29/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
---	--



...	...
-----	-----



Customer Service Request Detail # S00807200030

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i (S. Africa)
Mileage:
Sale: 8/25/06 12:00AM
In Service Date: 8/25/06 12:00AM
Production Date: 4/21/06 12:00AM

Service Request

Service Request #: S00807200030
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/12/08 12:30AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/12/08 12:30AM
Assigned Dealer:
Identified Dealer: BMW of Turnersville
Date Resolved:
Resolve Rep:
Date Closed: 3/14/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807200030

Activity Status:	Done	Activity Updated:	3/12/08 12:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/12/08 12:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/12/08 12:31AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027680795
Survey Type: Phone
Dealer Code: 21295
Service Advisor SSN: 1900
Service Advisor Cust Pay Code: 110
Service Advisor First Name: ANDREW
Service Advisor Last Name: ROWLEY
Service Tech SSN: 1531
Service Tech Cust Pay Code: 265
Service Tech First Name: Jay
Service Tech Last Name: Shah
Repair Date: 02/18/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVB17546N [REDACTED]
VIN 7: N [REDACTED]
Invoice Number/RO Number: 31635
Call Disposition Code: CMP
Call Date: 03/05/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 0
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 0
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THEY ARE
DISORGANIZED. SHE WAS CALLED TO COME TO PICK UP HER
VEHICLE. IT WAS AFTER HOURS WHEN SHE ARRIVED TO PICK UP
HER VEHICLE. WHEN SHE STARTED THE VEHICLE THE SAME
WARNING LIGHTS CAME ON SUGGESTING SENSOR ISSUES. THE
SERVICE DEPT ORDERED SENSORS, BUT F



Customer Service Request Detail # S00807200030

Activity Status:	Done	Activity Updated:	3/13/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/14/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/14/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00807401455

Customer

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

Vehicle

Chassis # (US): E [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 1/17/08 12:00AM
In Service Date: 1/17/08 12:00AM
Production Date: 12/1/07 12:00AM

Service Request

Service Request #: S00807401455
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/14/08 12:43AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/14/08 12:43AM
Assigned Dealer:
Identified Dealer: Passport BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/21/08 03:00AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807401455

Activity Status:	Done	Activity Updated:	3/14/08 12:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/14/08 12:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/14/08 12:43AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027755104
Survey Type:
Dealer Code: 35797
Service Advisor SSN: 3374
Service Advisor Cust Pay Code: 518
Service Advisor First Name: TONY
Service Advisor Last Name: MEDEIROS
Service Tech SSN: 9187
Service Tech Cust Pay Code: 947
Service Tech First Name: ROLAND
Service Tech Last Name: PINTILIE
Repair Date: 02/20/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: P
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAWC73528E [REDACTED]
VIN 7: E [REDACTED]
Invoice Number/RO Number: 716541
Call Disposition Code: CMP
Call Date: 03/08/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER DESIRES A CALL FROM BMW NA.
CUSTOMER STATED HE WAS NOT SATISFIED BECAUSE HIS I-POD
STILL DOES NOT WORK. THE CENTER KEPT HIS VEHICLE FOR
FOUR DAYS BUT WAS UNABLE TO GET THE I-POD WORKING. HE
WAS TOLD THEY WERE WAITING FOR THE NEW I-POD SOFTWARE
TO COME OUT IN MAR



Customer Service Request Detail # S00807401455

Activity Status:	Done	Activity Updated:	3/19/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/19/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/21/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/21/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00807505119

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT 49
City/State/Zip: NAPA, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Coupe SULEV
Mileage:
Sale: 2/11/07 12:00AM
In Service Date: 2/11/07 12:00AM
Production Date: 9/25/06 12:00AM

Service Request

Service Request #: S00807505119
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/15/08 01:39AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/15/08 01:39AM
Assigned Dealer:
Identified Dealer: Niello BMW Elk Grove
Date Resolved:
Resolve Rep:
Date Closed: 3/21/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807505119

Activity Status:	Done	Activity Updated:	3/15/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/15/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/15/08 01:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027913354 Survey Type: Dealer Code: 04618 Service Advisor SSN: 8489 Service Advisor Cust Pay Code: 251 Service Advisor First Name: KEN Service Advisor Last Name: ALBERY Service Tech SSN: 8772 Service Tech Cust Pay Code: 113 Service Tech First Name: JOEL Service Tech Last Name: RUIZ Repair Date: 03/05/2008 Customer Salutation: [REDACTED] [REDACTED] Customer Middle Name: O Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWV1350F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 638886 Call Disposition Code: CMP Call Date: 03/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS IS A BRAND NEW VEHICLE AND THERE ARE ONBOARD COMPUTER ERRORS. THE CENTER TOOK CARE OF IT, BUT HE WOULD NOT RECOMMEND THE CENTER BECAUSE IT IS A BMW CENTER. HE IS UPSET WITH BMW NA, NOT THE CENTER. HE SAID HE WOULD LIKE SOMEONE TO CONTACT</p>	
--	--



Customer Service Request Detail # S00807505119

Activity Status:	Done	Activity Updated:	3/19/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/19/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/21/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/21/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00807704037

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 6/26/07 12:00AM
In Service Date: 6/26/07 12:00AM
Production Date: 6/1/07 12:00AM

Service Request

Service Request #: S00807704037
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/17/08 01:44AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/17/08 01:44AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 3/24/08 03:05AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4151	DOORS - SEALS, EDGE PROTECTION, DC
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807704037

Activity Status:	Done	Activity Updated:	3/17/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/17/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/17/08 01:44AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027798217 Survey Type: Phone Dealer Code: Service Advisor SSN: 1314 Service Advisor Cust Pay Code: 71082 Service Advisor First Name: Daniel Service Advisor Last Name: Lyle Service Tech SSN: 3878 Service Tech Cust Pay Code: 164 Service Tech First Name: JUSTIN Service Tech Last Name: POPE Repair Date: 02/25/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWL13547F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 331894 Call Disposition Code: CMP Call Date: 03/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE TOOK IT THERE FOR BODY DAMMAGE IT WAS THERE FOR TWO WEEKS. SHE COULD NOT OPEN THE DOORS AND TWO DAYS TURNED IN TO TWO AND A HALF WEEKS. IT HAD TO BE SHIPPED FROM GERMANY. SHE WOULD HAVE TAKEN THE VEHICLE IF SHE KNEW THERE BE NO COMMUNICATION. SH</p>	
---	--



Customer Service Request Detail # S00807704037

Activity Status:	Done	Activity Updated:	3/20/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/20/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/24/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/24/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00807704860

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan
Mileage:
Sale: 5/8/07 12:00AM
In Service Date: 5/8/07 12:00AM
Production Date: 2/19/07 12:00AM

Service Request

Service Request #: S00807704860
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/17/08 02:10AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/17/08 02:10AM
Assigned Dealer:
Identified Dealer: BMW of Arlington
Date Resolved:
Resolve Rep:
Date Closed: 3/24/08 03:05AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807704860

Activity Status:	Done	Activity Updated:	3/17/08 02:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/17/08 02:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/17/08 02:10AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027879144 Survey Type: Dealer Code: 23367 Service Advisor SSN: 9582 Service Advisor Cust Pay Code: 5223 Service Advisor First Name: MATTHEW Service Advisor Last Name: BUCKLEY Service Tech SSN: 6025 Service Tech Cust Pay Code: 4346 Service Tech First Name: RICKY Service Tech Last Name: TUCKER Repair Date: 03/03/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: C Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVC93527K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 250867 Call Disposition Code: CMP Call Date: 03/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
---	--



Customer Service Request Detail # S00807704860

...		...	
Activity Status:	Done	Activity Updated:	3/20/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/20/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/24/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/24/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #: [REDACTED]
Street Address: 50 [REDACTED]
Apt/Ste:
City/State/Zip: NAPERVILLE, IL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 12/27/06 12:00AM
In Service Date: 12/27/06 12:00AM
Production Date: 10/25/06 12:00AM

Service Request

Service Request #: S00808005557
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/20/08 02:10AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/20/08 02:10AM
Assigned Dealer:
Identified Dealer: Bill Jacobs BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808005557

Activity Status:	Done	Activity Updated:	3/20/08 02:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/20/08 02:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/20/08 02:10AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027941916 Survey Type: Phone Dealer Code: 26792 Service Advisor SSN: 3453 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 5793 Service Tech Cust Pay Code: 5071 Service Tech First Name: JIM Service Tech Last Name: WESOLOWSKI Repair Date: 03/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWC33577P [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 169247 Call Disposition Code: CMP Call Date: 03/13/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA REGARDING THE ISSUES EXPERIENCED WITH HIS VEHICLE. CUSTOMER STATED HE HAS BEEN TO THE CENTER FOUR TIMES IN THE PAST FEW MONTHS. EACH TIME THERE SEEMS TO BE A COMPUTER ISSUE. THIS CONCERNS HIM. EACH TIME HE GOES IN THERE IS A LONG WAIT TIME AN</p>	
---	--



Customer Service Request Detail # S00808005557

Activity Status:	Done	Activity Updated:	3/26/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/28/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/28/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00808006068

Customer

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

Vehicle

Chassis # (US): A [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Sedan
Mileage:
Sale: 11/7/07 12:00AM
In Service Date: 11/7/07 12:00AM
Production Date: 10/10/07 12:00AM

Service Request

Service Request #: S00808006068
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/20/08 02:21AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/20/08 02:21AM
Assigned Dealer:
Identified Dealer: Continental BMW of Darien
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808006068

Activity Status:	Done	Activity Updated:	3/20/08 02:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/20/08 02:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/20/08 02:21AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027911561
Survey Type:
Dealer Code: 23200
Service Advisor SSN: 5289
Service Advisor Cust Pay Code: 789
Service Advisor First Name: TIM
Service Advisor Last Name: GRAMLICH
Service Tech SSN: 7326
Service Tech Cust Pay Code: 61
Service Tech First Name: LORENZO
Service Tech Last Name: PALADINO
Repair Date: 03/04/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: D
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVD53568A [REDACTED]
VIN 7: A [REDACTED]
Invoice Number/RO Number: 213137
Call Disposition Code: CMP
Call Date: 03/13/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 25
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments:
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a Answer:
Unadjusted Q6a Answer:
...



Customer Service Request Detail # S00808006068

...		...	
Activity Status:	Done	Activity Updated:	3/26/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/28/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/28/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00808101838

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi Sedan
Mileage:
Sale: 10/27/07 12:00AM
In Service Date: 10/27/07 12:00AM
Production Date: 9/24/07 12:00AM

Service Request

Service Request #: S00808101838
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/21/08 12:49AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/21/08 12:49AM
Assigned Dealer:
Identified Dealer: Fields BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808101838

Activity Status:	Done	Activity Updated:	3/21/08 12:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/21/08 12:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/21/08 12:49AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027996784 Survey Type: Dealer Code: 96255 Service Advisor SSN: 8709 Service Advisor Cust Pay Code: 1199 Service Advisor First Name: PATRICK Service Advisor Last Name: WUNDER Service Tech SSN: 3795 Service Tech Cust Pay Code: 1194 Service Tech First Name: ERIC Service Tech Last Name: REYES Repair Date: 03/05/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAVC93568K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 303772 Call Disposition Code: CMP Call Date: 03/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE SAID THIS WAS VERY INCONVENIENT AND HE WOULD LIKE BMW NA TO CONTACT HIM. HIS OVERALL SERVICE EXPERIENCE WAS VERY GOOD EXCEPT FOR TWO PROBLEMS. HIS RADIO WAS MAKING A HIGH SQUEAKING NOISE EVEN WHEN THE VEHICLE WAS TURNED OFF. THE CENTER SAID HE NEED</p>	
--	--



Customer Service Request Detail # S00808101838

Activity Status:	Done	Activity Updated:	3/26/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/28/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/28/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00808204549

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 6/3/06 12:00AM
In Service Date: 6/3/06 12:00AM
Production Date: 4/10/06 12:00AM

Service Request

Service Request #: S00808204549
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/22/08 01:44AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 3/22/08 01:44AM
Assigned Dealer:
Identified Dealer: BMW of Bellevue
Date Resolved:
Resolve Rep:
Date Closed: 3/26/08 05:14PM
Close Rep: Nos, Sonny
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
problem is not fixed.. dealership is fine.. Cx does not want more survey calls.

Attachments

File Name	Comments



Customer Service Request Detail # S00808204549

Activity Status:	Done	Activity Updated:	3/22/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/22/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/22/08 01:44AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027837573 Survey Type: Phone Dealer Code: 10732 Service Advisor SSN: 5700 Service Advisor Cust Pay Code: 1082 Service Advisor First Name: CLIF Service Advisor Last Name: NEWTON Service Tech SSN: 2849 Service Tech Cust Pay Code: 1067 Service Tech First Name: MARK Service Tech Last Name: MCDANIEL Repair Date: 02/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: Customer PM Phone: [REDACTED] VIN 17: WBAVB33576rs [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 708104 Call Disposition Code: CMP Call Date: 03/17/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER DESIRES A CALL FROM BMW NA AT 2063232277 IN THE EVENING. CUSTOMER DID NOT WISH TO RATE THE DASH QUESTIONS AS THE CENTER DID NOT FIX ANYTHING. CUSTOMER STATED HE HAD ASKED THEM TO FIX THE I DRIVE, WHICH FREEZES UP AND CRASHES. THEY COULD NOT FIND ANYTHING, BUT IT STILL</p>	
---	--



Customer Service Request Detail # S00808204549

Activity Status:	Done	Activity Updated:	3/26/08 05:14PM
Activity Type	Initial Customer Contact	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	3/26/08 05:09PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	problem is not fixed.. dealership is fine.. Cx does not want more survey calls.		
Note Created:	Note Created By:	Note Type:	



Customer

Name:	Ms [REDACTED]
Registration Method:	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	PEMBROKE PINES, FL [REDACTED]

Service Request

Service Request #:	S00808604416
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/26/08 01:41AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/26/08 01:41AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/3/08 03:04AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	F [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	325i
Mileage:	
Sale:	9/22/06 12:00AM
In Service Date:	9/22/06 12:00AM
Production Date:	8/22/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808604416

Activity Status:	Done	Activity Updated:	3/26/08 01:41AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/26/08 01:41AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/26/08 01:41AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027933149 Survey Type: Phone Dealer Code: Service Advisor SSN: 4397 Service Advisor Cust Pay Code: 4397 Service Advisor First Name: DANIEL Service Advisor Last Name: SANTIAGO Service Tech SSN: 8577 Service Tech Cust Pay Code: 8577 Service Tech First Name: MICHAEL Service Tech Last Name: EAVES Repair Date: 03/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13506F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 102063 Call Disposition Code: CMP Call Date: 03/22/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS CENTER IS CLOSE TO WHERE SHE LIVES, BUT SHE WAS NOT SATISFIED WITH THE SERVICE SHE RECEIVED AT ALL. THEY DID NOT WASH HER VEHICLE. SHE SAID HER VEHICLE ONLY HAS 14,000 MILES ON IT AND SHE FEELS THIS SHOULD NOT BE HAPPENING ALREADY. Unadjusted Q1a</p>	
--	--



Customer Service Request Detail # S00808604416

Activity Status:	Done	Activity Updated:	3/27/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/27/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/3/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/3/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00808700713

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Convertible SULEV
Mileage:
Sale: 3/11/08 12:00AM
In Service Date: 3/11/08 12:00AM
Production Date: 1/30/08 12:00AM

Service Request

Service Request #: S00808700713
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/27/08 12:37AM
Created By: ISKY, AAARA
Rep Assigned: Harris, Ryan
Date Assigned: 3/28/08 04:58PM
Assigned Dealer:
Identified Dealer: Towne BMW
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 04:58PM
Close Rep: Harris, Ryan
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL26	PRODUCT SUGGESTIONS	INSTRUMENTS, GAUGES,	6212	SPEEDOMETER/TACHOMETER

Solution Notes

Solution
Writer thanked cust for his feedback and advised suggestion would be documented.

Attachments

File Name	Comments



Customer Service Request Detail # S00808700713

Activity Status:	Done	Activity Updated:	3/27/08 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/27/08 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 3/27/08 12:37AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027998198 Survey Type: Phone Dealer Code: 66730 Sales Advisor Id: 0000071404 Sales Advisor First Name: RICHARD Sales Advisor Last Name: SINGER Retail Date: 03/14/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVR33548F VIN 7: F [REDACTED] Call Disposition Code: CMP Call Date: 03/22/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 75 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 75 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 50 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER STATED HIS PROBLEM IS NOT WITH THE CNETER. IT IS WITH BMW. HE WAS TOLD THERE IS NOTHING THEY CAN DO REGARDING THE SPEEDOMETER PROBLEM. Unadjusted Q1A Answer:</p>	
--	--



Customer Service Request Detail # S00808700713

Activity Status:	Done	Activity Updated:	3/28/08 04:54PM
Activity Type	Initial Customer Contact	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/28/08 04:53PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states there is an error in the speedometer. Cust states his gauges should be accurate.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00808703913

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Convertible SULEV
Mileage:
Sale: 10/30/07 12:00AM
In Service Date: 10/30/07 12:00AM
Production Date: 9/10/07 12:00AM

Service Request

Service Request #: S00808703913
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 3/27/08 01:37AM
Created By: ISKY, AAARA
Rep Assigned: Coil, Jarrod
Date Assigned: 3/28/08 05:00PM
Assigned Dealer:
Identified Dealer: BMW Northwest
Date Resolved:
Resolve Rep:
Date Closed: 3/28/08 05:09PM
Close Rep: Coil, Jarrod
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
spoke with cust, stts the follow up could be better from service

Attachments

File Name	Comments



Customer Service Request Detail # S00808703913

Activity Status:	Done	Activity Updated:	3/27/08 01:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/27/08 01:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/27/08 01:37AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028072199 Survey Type: Phone Dealer Code: 46038 Service Advisor SSN: 5024 Service Advisor Cust Pay Code: 52 Service Advisor First Name: JAY Service Advisor Last Name: SENON Service Tech SSN: 4357 Service Tech Cust Pay Code: 129 Service Tech First Name: SETH Service Tech Last Name: GEORGE Repair Date: 03/18/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVR33528F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 226804 Call Disposition Code: CMP Call Date: 03/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE IS NOT GOING TO PURCHASE ANOTHER VEHICLE. SHE IS GOING TO PURCHASE A DIFFERENT VEHICLE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
---	--



Customer Service Request Detail # S00808703913

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	3/28/08 05:09PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	3/28/08 05:00PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, stts the follow up could be better from service		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00809304814

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 2/9/07 12:00AM
In Service Date: 2/9/07 12:00AM
Production Date: 10/25/06 12:00AM

Service Request

Service Request #: S00809304814
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/2/08 01:45AM
Created By: ISKY, AAARA
Rep Assigned: Cumella, Anthony
Date Assigned: 4/10/08 04:52PM
Assigned Dealer:
Identified Dealer: Kuni BMW
Date Resolved:
Resolve Rep:
Date Closed: 4/10/08 04:53PM
Close Rep: Cumella, Anthony
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0000	GENERAL
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Calls attempt satisfied

Attachments

File Name	Comments



Customer Service Request Detail # S00809304814

Activity Status:	Done	Activity Updated:	4/2/08 01:45AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/2/08 01:45AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/2/08 01:45AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028168364 Survey Type: Phone Dealer Code: 36021 Service Advisor SSN: 9850 Service Advisor Cust Pay Code: 966 Service Advisor First Name: GARY Service Advisor Last Name: MILLS Service Tech SSN: 0979 Service Tech Cust Pay Code: 512 Service Tech First Name: SCOTT Service Tech Last Name: ALDRICH Repair Date: 03/19/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: H Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWU33517F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 066667 Call Disposition Code: CMP Call Date: 03/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE HAD ISSUES WITH ALARMS GOING OFF, BUT WAS REPAIRED FOR FIVE MINUTES, THEN THE VEHICLE DIED ON THE SIDE OF THE ROAD. THEY GAVE A LOANER VEHICLE TILL HIS WAS REPAIRED. HE SAID HE HAS HAD HIS VEHICLE IN FOUR TIMES SINCE MARCH 19</p>	
---	--



Customer Service Request Detail # S00809304814

Activity Status:	Done	Activity Updated:	4/2/08 04:41PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	4/2/08 04:37PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	requested cust through operator, call disconnected		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/3/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/3/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/10/08 04:51PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/10/08 04:50PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00809305129

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible SULEV
Mileage:
Sale: 9/8/07 12:00AM
In Service Date: 7/27/07 12:00AM
Production Date: 6/21/07 12:00AM

Service Request

Service Request #: S00809305129
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/2/08 01:51AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/2/08 01:51AM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 4/11/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00809305129

Activity Status:	Done	Activity Updated:	4/2/08 01:51AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/2/08 01:51AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/2/08 01:51AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027878006 Survey Type: Phone Dealer Code: Service Advisor SSN: 9527 Service Advisor Cust Pay Code: 1031 Service Advisor First Name: peter Service Advisor Last Name: perpall Service Tech SSN: 7174 Service Tech Cust Pay Code: 1017 Service Tech First Name: Jarret Service Tech Last Name: Carter Repair Date: 03/01/2008 Customer Salutation: [REDACTED] [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWR33507F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 563185 Call Disposition Code: CMP Call Date: 03/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
---	--



Customer Service Request Detail # S00809305129

...		...	
Activity Status:	Done	Activity Updated:	4/3/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/3/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/11/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00809404219

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan SULEV
Mileage:
Sale: 6/26/07 12:00AM
In Service Date: 6/26/07 12:00AM
Production Date: 6/1/07 12:00AM

Service Request

Service Request #: S00809404219
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/3/08 01:39AM
Created By: ISKY, AAARA
Rep Assigned: Dyer, Kristen
Date Assigned: 4/3/08 04:44PM
Assigned Dealer:
Identified Dealer: BMW of Bridgeport
Date Resolved:
Resolve Rep:
Date Closed: 4/3/08 04:44PM
Close Rep: Dyer, Kristen
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	FUEL SUPPLY SYSTEMS	1600	FUEL SUPPLY SYSTEMS

Solution Notes

Solution
customer has appt next wednesday to stop in and go over issues. writer provided william skorvanek's name if she would care to discuss with a mgr at dealer. he is SM

Attachments

File Name	Comments



Customer Service Request Detail # S00809404219

Activity Status:	Done	Activity Updated:	4/3/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/3/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/3/08 01:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028146582 Survey Type: Dealer Code: 24618 Service Advisor SSN: 8442 Service Advisor Cust Pay Code: 843 Service Advisor First Name: Tona Service Advisor Last Name: Zarrelli Service Tech SSN: 6060 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 03/24/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVC73577K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 068273 Call Disposition Code: CMP Call Date: 03/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE REGRET EVER LEASING A BMW. HE HAD HIS 328XI LESS THAN A YEAR AND HAD THREE SERVICE EVENTS. THE FUEL TANK HAS BEEN REPLACED, THE OXYGEN SENSOR HAS BEEN REPLACED, THE NAVIGATION AND ENTERTAINMENT SYSTEM HAS BEEN REPLACED TO DATE . HE SAID THIS IS TOTALLY UNA</p>	
---	--



Customer Service Request Detail # S00809404219

Activity Status:	Done	Activity Updated:	4/3/08 04:43PM
Activity Type	Initial Customer Contact	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	4/3/08 04:37PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	spoke to wife about issues		

Note Created: 4/3/08 04:39PM	Note Created By: Dyer, Kristen	Note Type: Initial Customer Contact
------------------------------	--------------------------------	-------------------------------------

issues have been unresolved. has appt next wednesday for mirror situation where mirrors will be going in different directions. she states that dealer put on RO that this could not be dup:d and customer feels that it may be her that doesnt know how to adjust mirrors, she would have appreciated some education at service visit instead. also nav module had to be reset and issues with locks, these have been diag and repaired.	
--	--



Customer Service Request Detail # S00809407873

Customer

Name: [REDACTED] Mr. [REDACTED]
[REDACTED] ation Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
SAN JOSE, CA [REDACTED]

Service Request

Service Request #:	S00809407873
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/3/08 02:55AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/3/08 02:55AM
Assigned Dealer:	
Identified Dealer:	BMW of Mountain View (AutoWest BMW of
Date Resolved:	
Resolve Rep:	
Date Closed:	4/11/08 03:06AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	F [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	330Ci Convertible
Mileage:	
Sale:	8/19/06 12:00AM
In Service Date:	8/19/06 12:00AM
Production Date:	5/22/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00809407873

Activity Status:	Done	Activity Updated:	4/3/08 02:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/3/08 02:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/3/08 02:55AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028082404 Survey Type: Phone Dealer Code: 21618 Service Advisor SSN: 1853 Service Advisor Cust Pay Code: 7551 Service Advisor First Name: Gary Service Advisor Last Name: Wilson Service Tech SSN: 8567 Service Tech Cust Pay Code: 7314 Service Tech First Name: Charles Service Tech Last Name: Houghton Repair Date: 03/12/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBABW53436F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 245740 Call Disposition Code: CMP Call Date: 03/31/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THE PHONE DOES NOT WORK. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a ...</p>	
---	--



Customer Service Request Detail # S00809407873

... Answer:		...	
Activity Status:	Done	Activity Updated:	4/7/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/7/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/11/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00809503488

Customer

Name: Ms. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: HIGHLAND PARK, NJ [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage:
Sale: 3/27/06 12:00AM
In Service Date: 3/27/06 12:00AM
Production Date: 2/28/06 12:00AM

Service Request

Service Request #: S00809503488
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/4/08 01:21AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/4/08 01:21AM
Assigned Dealer:
Identified Dealer: Open Road BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/2/08 03:06AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00809503488

Activity Status:	Done	Activity Updated:	4/4/08 01:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/4/08 01:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/4/08 01:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055027939840 Survey Type: Phone Dealer Code: 56738 Service Advisor SSN: 0908 Service Advisor Cust Pay Code: 469 Service Advisor First Name: ANTHONY Service Advisor Last Name: CANCELLARE Service Tech SSN: 7407 Service Tech Cust Pay Code: 0478 Service Tech First Name: RUSS Service Tech Last Name: ECHEGARAY Repair Date: 03/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAYD33536R [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 284108 Call Disposition Code: CMP Call Date: 04/01/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THAT SHE HAD AN ISSUE WITH HE BLUETOOTH. SHE SAID BMW SHOULD MAKE THEIR BLUETOOTH COMPATIBLE WITH MORE PHONES AND THEY SHOULD ALSO IMPROVE THEIR NAVIGATION SYSTEM. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: ...</p>	
--	--



Customer Service Request Detail # S00809503488

... Unadjus		...	
Activity Status:	Done	Activity Updated:	4/8/08 04:32PM
Activity Type	Initial Customer Contact	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	4/8/08 04:32PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/9/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/2/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/2/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00809604100

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage:
Sale: 9/1/07 12:00AM
In Service Date: 9/1/07 12:00AM
Production Date: 7/20/07 12:00AM

Service Request

Service Request #: S00809604100
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 4/5/08 01:29AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/5/08 01:29AM
Assigned Dealer:
Identified Dealer: BMW of San Diego
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00809604100

Activity Status:	Done	Activity Updated:	4/5/08 01:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/5/08 01:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/5/08 01:29AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028187103 Survey Type: Dealer Code: 24335 Service Advisor SSN: 9644 Service Advisor Cust Pay Code: 611 Service Advisor First Name: MARK Service Advisor Last Name: MATTHEWS Service Tech SSN: 1250 Service Tech Cust Pay Code: 705 Service Tech First Name: PATRICK Service Tech Last Name: MURPHY Repair Date: 03/23/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVA33587K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 290752 Call Disposition Code: CMP Call Date: 04/01/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED WHEN THE TIRES ARE COLD THE LIGHT COMES ON AND WHEN THE TIRES WARM UP THE LIGHT GOES OFF. SHE WILL NOT RETURN TO THE CENTER AND WOULD LIKE BMW NA CONTACT HER REGARDING THIS MATTER. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
--	--



Customer Service Request Detail # S00809604100

... Ans		...	
Activity Status:	Done	Activity Updated:	4/9/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00809802104

Customer

Name:	Mr. [REDACTED]
Registration Method:	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	TRIANGLE, VA [REDACTED]

Service Request

Service Request #:	S00809802104
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	4/7/08 12:54AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/7/08 12:54AM
Assigned Dealer:	
Identified Dealer:	BMW of Sterling
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	Unspecified, Unspecified
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	K [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	325i
Mileage:	
Sale:	9/28/07 12:00AM
In Service Date:	5/17/06 12:00AM
Production Date:	4/20/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00809802104

Activity Status:	Done	Activity Updated:	4/7/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 12:54AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028206702
Survey Type:
Dealer Code: 23276
Service Advisor SSN: 1339
Service Advisor Cust Pay Code: 540
Service Advisor First Name: SHAWN
Service Advisor Last Name: PEACE
Service Tech SSN: 9999
Service Tech Cust Pay Code: 70
Service Tech First Name: SUBLET
Service Tech Last Name: DETAIL
Repair Date: 03/28/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBABV13526K [REDACTED]
VIN 7: K [REDACTED]
Invoice Number/RO Number: 146722
Call Disposition Code: CMP
Call Date: 04/02/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments:
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a Answer:
Unadjusted Q6a Answer:
...



Customer Service Request Detail # S00809802104

...		...	
Activity Status:	Done	Activity Updated:	4/9/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00809803827

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 1/12/06 12:00AM
In Service Date: 1/12/06 12:00AM
Production Date: 12/13/05 12:00AM

Service Request

Service Request #: S00809803827
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/7/08 01:30AM
Created By: ISKY, AAARA
Rep Assigned: Stern, Rebecca
Date Assigned: 4/8/08 04:46PM
Assigned Dealer: Devon Hill Motors
Identified Dealer: Devon Hill Motors
Date Resolved:
Resolve Rep:
Date Closed: 4/8/08 04:46PM
Close Rep: Stern, Rebecca
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
wrtr apologized to cust and doc complaint.

Attachments

File Name	Comments



Customer Service Request Detail # S00809803827

Activity Status:	Done	Activity Updated:	4/7/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 01:30AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028031397 Survey Type: Phone Dealer Code: 26613 Service Advisor SSN: 9881 Service Advisor Cust Pay Code: 1395 Service Advisor First Name: JEFFERY Service Advisor Last Name: MARTIN Service Tech SSN: 8418 Service Tech Cust Pay Code: 2110 Service Tech First Name: Mark Service Tech Last Name: Davis Repair Date: 03/13/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB33576F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 217557 Call Disposition Code: CMP Call Date: 04/02/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA AT (610)-425-4060 AROUND ONE PM EST. CUSTOMER STATED THE SERVICE VISITS AT DEVON HILL MOTORS RATE ALL FIVES EVERY TIME HE GOES IN. HIS ONLY PROBLEM IS WITH HIS BMW. HIS BMW HAS HAD TO HAVE THE ENTIRE INSTRUMENT C</p>	
---	--



Customer Service Request Detail # S00809803827

Activity Status:	Done	Activity Updated:	4/8/08 04:46PM
Activity Type	Initial Customer Contact	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	4/8/08 04:42PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cust sttd dlrshp service was fine but the car has had the back window replaced bc the rubber had peeled off and gas gauge and instrument		
Note Created: 4/8/08 04:43PM		Note Created By: Stern, Rebecca	
		Note Type: Initial Customer Contact	
cluster started to give out and was replaced. dlr replaced all four door handles bc the drivers side door handle would stick and there was a bulletin to replace all four. cust sttd a peice of leather on the steering wheel was peeling, dlr replaced steering column. cust sttd headlights had to be replaced. now, the headlights arent moving upon start up. cust sttd Jeff Hill, SA is great.			



Customer Service Request Detail # S00810002540

Customer

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

Service Request

Service Request #: S00810002540
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/9/08 01:14AM
Created By: ISKY, AAARA
Rep Assigned: Nos, Sonny
Date Assigned: 5/7/08 04:52PM
Assigned Dealer:
Identified Dealer: Competition BMW of Smithtown
Date Resolved:
Resolve Rep:
Date Closed: 5/7/08 04:55PM
Close Rep: Nos, Sonny
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Sedan
Mileage: 6,000
Sale: 4/4/07 12:00AM
In Service Date: 4/4/07 12:00AM
Production Date: 2/22/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
documented complaint for customer.

Attachments

File Name	Comments



Customer Service Request Detail # S00810002540

Activity Status:	Done	Activity Updated:	4/9/08 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/9/08 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/9/08 01:14AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028225684 Survey Type: Phone Dealer Code: 22800 Service Advisor SSN: 2684 Service Advisor Cust Pay Code: 447 Service Advisor First Name: RUDY Service Advisor Last Name: ALANIS Service Tech SSN: 5702 Service Tech Cust Pay Code: 32 Service Tech First Name: ROBERTO Service Tech Last Name: TARAZONA Repair Date: 03/20/2008 Customer Salutation: Mrs Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: [REDACTED] Customer AM Phone: [REDACTED] VIN 17: WBAVA33547K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 124468 Call Disposition Code: CMP Call Date: 04/03/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WAS PROMISED A BMW FOR LOANER AND SHE DID NOT GET IT. THERE WAS A RECALL SHE WAS NOT NOTIFIED ABOUT. THEY HAD HER VEHICLE FOR LONGER AND THE VEHICLE IS BACK TO SQUEAKING AND TICKING. IT WAS NOT FIXED. IT SQUEAKS WHEN BRAKING AND TI</p>	
---	--



Customer Service Request Detail # S00810002540

Activity Status:	Done	Activity Updated:	4/10/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/10/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 04:40PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/7/08 04:39PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for cust - work		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	5/7/08 04:46PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx called in regarding dealership treatment. Cx does not like the car.		
Note Created: 5/7/08 04:47PM		Note Created By: Nos, Sonny	
		Note Type: Customer Interaction	
cx called in regarding dealership treatment. Cx does not like the car.. Car makes noises, and cx is stuck with the vehicle for another year. Rudy was the service advisor.. Cx wasnt happy with the car.. Dealer is acknowledging the problem..			



Customer Service Request Detail # S00810202956

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #:
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: YORKTOWN HEIGHTS, NY [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe SULEV
Mileage:
Sale: 7/31/07 12:00AM
In Service Date: 7/31/07 12:00AM
Production Date: 6/30/07 12:00AM

Service Request

Service Request #: S00810202956
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/11/08 01:04AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/11/08 01:04AM
Assigned Dealer:
Identified Dealer: Westchester BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/8/08 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810202956

Activity Status:	Done	Activity Updated:	4/11/08 01:04AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/11/08 01:04AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/11/08 01:04AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028221031 Survey Type: Phone Dealer Code: 15665 Service Advisor SSN: 1736 Service Advisor Cust Pay Code: 55308 Service Advisor First Name: JOE Service Advisor Last Name: AMODEO Service Tech SSN: 0226 Service Tech Cust Pay Code: 50978 Service Tech First Name: CHRISTOPHER Service Tech Last Name: EVANS Repair Date: 03/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: L Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWV535X7F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 275609 Call Disposition Code: CMP Call Date: 04/04/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THIS WAS HIS SECOND ATTEMPT AT HAVING HIS VEHICLES' HD RADIO RECEIVER SERVICED AND A THIRD VISIT IS PENDING. HE HAS CONSULTED WITH OTHER OWNERS OF THIS SAME VEHICLE AND THEY ALSO EXPERIENCE THE SAME PROBL</p>	
---	--



Customer Service Request Detail # S00810202956

Activity Status:	Done	Activity Updated:	4/28/08 03:13AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 03:13AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/8/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00810203632

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 3/5/08 12:00AM
In Service Date: 3/5/08 12:00AM
Production Date: 1/14/08 12:00AM

Service Request

Service Request #: S00810203632
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/11/08 01:16AM
Created By: ISKY, AAARA
Rep Assigned: Dickerson, Micah
Date Assigned: 5/7/08 11:56AM
Assigned Dealer:
Identified Dealer: Classic BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/7/08 11:57AM
Close Rep: Dickerson, Micah
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	CONVERTIBLE	4500	CONVERTIBLE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SEATS - UPHOLSTERY & C	5200	SEATS - UPHOLSTERY & CHILD SEAT

Solution Notes

Solution
advised customer would document complaint CCI and hung up.

Attachments

File Name	Comments



Customer Service Request Detail # S00810203632

Activity Status:	Done	Activity Updated:	4/11/08 01:16AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/11/08 01:16AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/11/08 01:16AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028253592 Survey Type: Dealer Code: 96499 Service Advisor SSN: 1353 Service Advisor Cust Pay Code: 2714 Service Advisor First Name: WAYNE Service Advisor Last Name: MARSIGLIO Service Tech SSN: 0450 Service Tech Cust Pay Code: 1602 Service Tech First Name: SCOTT Service Tech Last Name: BURR Repair Date: 04/01/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVL735X8F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 437497 Call Disposition Code: DNA Call Date: 04/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED HE HAS HAD MULTIPLE ISSUES WITH HIS NEW VEHICLE. THE VEHICLE WAS NOT PRE-WIRED FOR HIS ALARM SYSTEM AND THE PLASTIC IN THE BACK OF THE CONVERTIBLE IS NOT MESHING PROPERLY. THE BACK SEAT LATCH IS NOT WORKING CORRECTLY.</p>	
---	--



Customer Service Request Detail # S00810203632

Activity Status:	Done	Activity Updated:	4/25/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	4/25/08 04:35PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Call hung up		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/28/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/2/08 05:50PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/2/08 05:50PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	cci and sttd that vehicle has been fixed and pleased with dealer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 11:56AM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/7/08 11:56AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	CCI and hung up.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00810300446

Customer

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

Vehicle

Chassis # (US): E [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi Coupe
Mileage:
Sale: 12/31/07 12:00AM
In Service Date: 12/31/07 12:00AM
Production Date: 11/20/07 12:00AM

Service Request

Service Request #: S00810300446
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/12/08 12:35AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/12/08 12:35AM
Assigned Dealer:
Identified Dealer: Laurel BMW of Westmont
Date Resolved:
Resolve Rep:
Date Closed: 5/9/08 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810300446

Activity Status:	Done	Activity Updated:	4/12/08 12:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/12/08 12:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/12/08 12:35AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028281043
Survey Type:
Dealer Code: 24987
Service Advisor SSN: 8424
Service Advisor Cust Pay Code: 30
Service Advisor First Name: BOB
Service Advisor Last Name: KERNWEIN
Service Tech SSN: 5205
Service Tech Cust Pay Code: 44
Service Tech First Name: RYAN
Service Tech Last Name: BURTON
Repair Date: 03/26/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone:
VIN 17: WBAWC73558E [REDACTED]
VIN 7: E [REDACTED]
Invoice Number/RO Number: 115119
Call Disposition Code: CMP
Call Date: 04/06/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE ISSUE WAS NOT
RESOLVED. IT WAS NOT THE CENTERS FAULT. THEY
DISCOVERED A DESIGN DEFECT ON THE AUDIO SYSTEM ON 2008
MODELS. IT IS ESCALATED TO BMW NA. THEY ARE NOT SATISFIED
WITH THE RESPONSE. THE FEEDBACK FOR THE CENTER IS
POSITIVE. THEY SAID THE FE



Customer Service Request Detail # S00810300446

Activity Status:	Done	Activity Updated:	4/28/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/9/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/9/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00810602628

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage:
Sale: 2/13/06 12:00AM
In Service Date: 2/13/06 12:00AM
Production Date: 12/8/05 12:00AM

Service Request

Service Request #: S00810602628
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/15/08 01:07AM
Created By: ISKY, AAARA
Rep Assigned: Edgin, Jennifer
Date Assigned: 5/8/08 04:57PM
Assigned Dealer:
Identified Dealer: Sam Swope BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/9/08 03:59PM
Close Rep: Edgin, Jennifer
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Closed pending cust cb.

Attachments

File Name	Comments



Customer Service Request Detail # S00810602628

Activity Status:	Done	Activity Updated:	4/15/08 01:07AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/15/08 01:07AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/15/08 01:07AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028252487 Survey Type: Phone Dealer Code: 36696 Service Advisor SSN: 7522 Service Advisor Cust Pay Code: 1287 Service Advisor First Name: MICHAEL Service Advisor Last Name: BROWN Service Tech SSN: 3222 Service Tech Cust Pay Code: 3620 Service Tech First Name: RYAN Service Tech Last Name: URBANEC Repair Date: 04/01/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVD33516K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 926060 Call Disposition Code: DNA Call Date: 04/09/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED EVERYTHING WAS FINE. THEY SAID THEY FIXED WHAT THEY WERE TO AND LAST WEEK SOMEONE HAD CALLED HIM ABOUT HIS OTHER BMW, AND HE HAD ASKED FOR SOMEONE FROM BMW TO CALL HIM BACK REGARDING THE WARRANTY, BECAUSE THE AIRBAG LI</p>	
--	--



Customer Service Request Detail # S00810602628

Activity Status:	Done	Activity Updated:	4/25/08 05:01PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/25/08 05:01PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/28/08 03:09AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/8/08 05:03PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	5/8/08 04:57PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	TT cust--stts everything is fine w/2006 330-has 01 Z3--has airbag light on wants to know if there is extended coverage or recalls.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00810804843

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Sedan
Mileage:
Sale: 3/23/07 12:00AM
In Service Date: 3/23/07 12:00AM
Production Date: 2/6/07 12:00AM

Service Request

Service Request #: S00810804843
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/17/08 01:52AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/17/08 01:52AM
Assigned Dealer:
Identified Dealer: Sun Motor Cars BMW
Date Resolved:
Resolve Rep:
Date Closed: 4/28/08 05:30PM
Close Rep: Brown, Kevin
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer thanked the cust for his feedback and adv will document.

Attachments

File Name	Comments



Customer Service Request Detail # S00810804843

Activity Status:	Done	Activity Updated:	4/17/08 01:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/17/08 01:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/17/08 01:52AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028308948 Survey Type: Phone Dealer Code: 26700 Service Advisor SSN: 6042 Service Advisor Cust Pay Code: 578 Service Advisor First Name: DEREK Service Advisor Last Name: MINNICK Service Tech SSN: 9527 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/05/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: H Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVC93577K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 106074 Call Disposition Code: CMP Call Date: 04/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE HATES THE RADIO IN THE VEHICLE. IT IS POORLY DESIGNED AND IT IS NOT EASY TO USE. HE SAID THEY TAKE CARE OF HIM AND THEY WERE VERY NICE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
--	--



Customer Service Request Detail # S00810804843

... Answer:		...	
Activity Status:	Done	Activity Updated:	4/25/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/25/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/28/08 05:23PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	4/28/08 05:21PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	cci to adv not happy with the quality of the radio and the fuction of the radio.		
Note Created: 4/28/08 05:21PM		Note Created By: Brown, Kevin	Note Type: Customer Interaction
Cust also not happy with the sound and the display and the ability to read the display. Cust also feels the prog buttons should be easier to use.			
Writer thanked the cust for his feedback and adv will document.			



Customer Service Request Detail # S00810902597

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 8/9/06 12:00AM
In Service Date: 8/9/06 12:00AM
Production Date: 6/20/06 12:00AM

Service Request

Service Request #: S00810902597
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/18/08 01:06AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/18/08 01:06AM
Assigned Dealer:
Identified Dealer: Braman Motorcars
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 03:02AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810902597

Activity Status:	Done	Activity Updated:	4/18/08 01:06AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/18/08 01:06AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/18/08 01:06AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028191221 Survey Type: Dealer Code: 46891 Service Advisor SSN: 0663 Service Advisor Cust Pay Code: 600 Service Advisor First Name: DAVE Service Advisor Last Name: PAQUETTE Service Tech SSN: 2034 Service Tech Cust Pay Code: 95 Service Tech First Name: MATT Service Tech Last Name: BIRCHER Repair Date: 03/26/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 536560 Call Disposition Code: CMP Call Date: 04/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE HAS THE NAVIGATOR SYSTEM. WHEN SHE IS DRIVING, THERE IS STATIC ON HER PHONE. THEY TOLD HER IT WAS HER PHONE AND SHE DISAGREES BECAUSE WHEN SHE STOPS AT A RED LIGHT, THERE IS NO STATIC. THEY DO PICK HER VEHICLE UP AND GIVE HER A LOANER. SHE SAID THAT</p>	
--	--



Customer Service Request Detail # S00810902597

Activity Status:	Done	Activity Updated:	4/23/08 04:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/23/08 04:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/24/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811003498

Customer

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

Service Request

Service Request #: S00811003498
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/19/08 01:19AM
Created By: ISKY, AAARA
Rep Assigned: Hawley, Darlene
Date Assigned: 4/23/08 04:53PM
Assigned Dealer:
Identified Dealer: BMW of Houston North
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Sedan
Mileage:
Sale: 10/17/06 12:00AM
In Service Date: 10/17/06 12:00AM
Production Date: 9/8/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
SV29	SERVICE - PRODUCT ISSUE	ENGINE - INTERNAL & EXT	1100	ENGINE - INTERNAL & EXTERNAL COMP

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00811003498

Activity Status:	Done	Activity Updated:	4/19/08 01:19AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/19/08 01:19AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/19/08 01:19AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028341553 Survey Type: Phone Dealer Code: 21471 Service Advisor SSN: 9930 Service Advisor Cust Pay Code: 2866 Service Advisor First Name: WILLIAM Service Advisor Last Name: TODD Service Tech SSN: 5311 Service Tech Cust Pay Code: 2309 Service Tech First Name: Fernando Service Tech Last Name: Ferrer Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB73537F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 242654 Call Disposition Code: CMP Call Date: 04/14/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE IS FAIRLY NEW. SHE HAS HAD TOO MANY PROBLEMS WITH IT. THE PROBLEMS RANGE FROM TOO MANY FLAT TIRES TO BRAKES AND A NEW PUMP. HER VEHICLE WAS IN THE CENTER FOR TOO LONG. SHE TOOK IT IN ON THE SECOND AND PICKED IT UP ON THE</p>	
--	--



Customer Service Request Detail # S00811003498

Activity Status:	Done	Activity Updated:	4/22/08 04:48PM
Activity Type	Initial Customer Contact	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	4/22/08 04:45PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Call was dropped.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Open	Activity Updated:	4/23/08 04:53PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	4/23/08 04:52PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:			
Note Created: 4/23/08 04:53PM		Note Created By: Hawley, Darlene	Note Type: Customer Interaction
cell 832 752 2157			
Activity Status:	Done	Activity Updated:	4/24/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/24/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 05		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811004237

Customer

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

Service Request

Service Request #: S00811004237
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/19/08 01:34AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/19/08 01:34AM
Assigned Dealer:
Identified Dealer: Bob Smith BMW
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 03:05AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 3/28/07 12:00AM
In Service Date: 3/28/07 12:00AM
Production Date: 2/10/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00811004237

Activity Status:	Done	Activity Updated:	4/19/08 01:34AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/19/08 01:34AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/19/08 01:34AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028254374 Survey Type: Phone Dealer Code: 04637 Service Advisor SSN: 4681 Service Advisor Cust Pay Code: 538 Service Advisor First Name: Ken Service Advisor Last Name: Firmin Service Tech SSN: 5927 Service Tech Cust Pay Code: 554 Service Tech First Name: Christian Service Tech Last Name: Sniady Repair Date: 03/27/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: L Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWL7357F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 370624 Call Disposition Code: CMP Call Date: 04/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE CALLED THE CENTER BECAUSE THE VEHICLE HAD NOT BEEN IN FOR SERVICE, EVEN WITH 17,000 MILES ON IT. HE SHOULD HAVE HAD A SERVICE AT 15,000 MILES. WHEN HE ARRIVED, HE WAS TOLD A SERVICE WASN'T DUE FOR ANOTHER 10,000 MILES. THE FRONT R</p>	
--	--



Customer Service Request Detail # S00811004237

Activity Status:	Done	Activity Updated:	4/22/08 04:48PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	4/22/08 04:47PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Left message with 3rd party male.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/23/08 04:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/23/08 04:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 02		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/23/08 04:58PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	4/23/08 04:57PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Left message with 3rd party male.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/24/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811103644

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811103644
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/20/08 12:35PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/20/08 12:35PM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/25/08 03:05AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00811103644

Activity Status:	Done	Activity Updated:	4/20/08 12:35PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/20/08 12:35PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/20/08 12:35PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number: RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
--	--



Customer Service Request Detail # S00811103644

Activity Status:	Done	Activity Updated:	4/23/08 04:09AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/23/08 04:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/24/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/24/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/25/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/25/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	



Customer Service Request Detail # S00811203645

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811203645
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/21/08 09:24AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/21/08 09:24AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/21/08 09:24AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811203645

Activity Status:	Done	Activity Updated:	4/21/08 09:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 09:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/21/08 09:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 09:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		
Note Created: 4/21/08 09:24AM		Note Created By: ISKY, AAARA	Note Type: Customer Interaction



Customer Service Request Detail # S00811203645

Transaction Reason: New Survey
iSky Survey Id: 055028251223
Survey Type: Phone
Dealer Code: 14000
Service Advisor SSN: 3600
Service Advisor Cust Pay Code: 3600
Service Advisor First Name: jason
Service Advisor Last Name: hunziker
Service Tech SSN: 4620
Service Tech Cust Pay Code: 4620
Service Tech First Name: JULIO
Service Tech Last Name: VITERI
Repair Date: 03/31/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone:
VIN 17: WBAVB13526F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 034711
Call Disposition Code: CMP
Call Date: 04/16/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD
ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW
ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET.
HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES.
MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A
SERVI



Customer Service Request Detail # S00811303632

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811303632
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/22/08 01:39AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/22/08 01:39AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/22/08 01:39AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811303632

Activity Status:	Done	Activity Updated:	4/22/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/22/08 01:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811303632

Activity Status:	Done	Activity Updated:	4/22/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/22/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811403203

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811403203
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/23/08 05:23AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/23/08 05:23AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/23/08 05:23AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811403203

Activity Status:	Done	Activity Updated:	4/23/08 05:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/23/08 05:23AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811403203

Activity Status:	Done	Activity Updated:	4/23/08 05:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/23/08 05:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811503216

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811503216
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/24/08 01:42AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/24/08 01:42AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 01:42AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811503216

Activity Status:	Done	Activity Updated:	4/24/08 01:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 01:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 01:42AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811503216

Activity Status:	Done	Activity Updated:	4/24/08 01:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 01:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811508092

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811508092
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/24/08 09:00AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/24/08 09:00AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/24/08 09:00AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811508092

Activity Status:	Done	Activity Updated:	4/24/08 09:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 09:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 09:00AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811508092

Activity Status:	Done	Activity Updated:	4/24/08 09:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 09:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/24/08 09:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 09:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811604545

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811604545
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/25/08 01:44AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/25/08 01:44AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/25/08 01:45AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811604545

Activity Status:	Done	Activity Updated:	4/25/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/25/08 01:44AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811604545

Activity Status:	Done	Activity Updated:	4/25/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/25/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/25/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	



Customer Service Request Detail # S00811704545

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Ste:
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811704545
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/26/08 01:39AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/26/08 01:39AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/26/08 01:39AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811704545

Activity Status:	Done	Activity Updated:	4/26/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/26/08 01:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028251223 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 3600 Service Advisor Cust Pay Code: 3600 Service Advisor First Name: jason Service Advisor Last Name: hunziker Service Tech SSN: 4620 Service Tech Cust Pay Code: 4620 Service Tech First Name: JULIO Service Tech Last Name: VITERI Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 034711 Call Disposition Code: CMP Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET. HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES. MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A SERVI</p>	
---	--



Customer Service Request Detail # S00811704545

Activity Status:	Done	Activity Updated:	4/26/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/26/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/26/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	



Customer Service Request Detail # S00811804524

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: LAND O LAKES, FL [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/31/06 12:00AM
In Service Date: 5/31/06 12:00AM
Production Date: 5/5/06 12:00AM

Service Request

Service Request #: S00811804524
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/27/08 02:50AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/27/08 02:50AM
Assigned Dealer:
Identified Dealer: Reeves Import Motorcars, Inc.
Date Resolved:
Resolve Rep:
Date Closed: 4/27/08 02:50AM
Close Rep: ISKY, AAARA
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

Attachments

File Name	Comments



Customer Service Request Detail # S00811804524

Activity Status:	Done	Activity Updated:	4/27/08 02:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 02:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/27/08 02:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 02:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		
Note Created: 4/27/08 02:50AM		Note Created By: ISKY, AAARA	Note Type: Customer Interaction



Customer Service Request Detail # S00811804524

Transaction Reason: New Survey
iSky Survey Id: 055028251223
Survey Type: Phone
Dealer Code: 14000
Service Advisor SSN: 3600
Service Advisor Cust Pay Code: 3600
Service Advisor First Name: jason
Service Advisor Last Name: hunziker
Service Tech SSN: 4620
Service Tech Cust Pay Code: 4620
Service Tech First Name: JULIO
Service Tech Last Name: VITERI
Repair Date: 03/31/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone:
VIN 17: WBAVB13526F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 034711
Call Disposition Code: CMP
Call Date: 04/16/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE VEHICLE STILL HAD
ISSUES WHEN IT WAS RETURNED TO HIM, AND THERE WERE NEW
ISSUES CAUSED WHEN THE ONBOARD COMPUTER WAS RESET.
HIS SERVICE ADVISOR ENDED UP REPAIRING THESE ISSUES.
MONEY WAS MISSING FROM HIS VEHICLE, AND HE HAD TO FIND A
SERVI



Customer Service Request Detail # S00811906372

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 4/22/06 12:00AM
In Service Date: 4/22/06 12:00AM
Production Date: 2/22/06 12:00AM

Service Request

Service Request #: S00811906372
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/28/08 12:22PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/28/08 12:22PM
Assigned Dealer:
Identified Dealer: BMW of San Diego
Date Resolved:
Resolve Rep:
Date Closed: 5/16/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00811906372

Activity Status:	Done	Activity Updated:	4/28/08 12:22PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 12:22PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 12:22PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028348300 Survey Type: Phone Dealer Code: 24335 Service Advisor SSN: 9644 Service Advisor Cust Pay Code: 611 Service Advisor First Name: MARK Service Advisor Last Name: MATTHEWS Service Tech SSN: 3737 Service Tech Cust Pay Code: 111 Service Tech First Name: ROBERT Service Tech Last Name: DURAN Repair Date: 04/11/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13550F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 293406 Call Disposition Code: TPI Call Date: 04/17/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: ALEX CALEGARI. CUSTOMER STATED THEIR CUSTOMER SERVICE IS HORRIBLE. COUPLE OF DAYS LATER AFTER THE SERVICE EVERYTHING WAS DEAD WITH THE NAVIGATION SYSTEM AND RADIO. HE WILL NOT BE RETURNING. THE SERVICE DEPT AND TECHNICIANS DO A GOOD JOB IT IS J</p>	
---	--



Customer Service Request Detail # S00811906372

Activity Status:	Done	Activity Updated:	4/30/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/13/08 05:06PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/13/08 05:05PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	customer req call at a later time.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/14/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/15/08 04:35PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/15/08 04:33PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	cust req to be contacted on office number		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/16/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/16/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code 05		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811909203

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi
Mileage:
Sale: 3/29/06 12:00AM
In Service Date: 3/29/06 12:00AM
Production Date: 2/24/06 12:00AM

Service Request

Service Request #: S00811909203
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/28/08 01:47PM
Created By: ISKY, AAARA
Rep Assigned: Burkland, Laurie
Date Assigned: 5/13/08 05:08PM
Assigned Dealer:
Identified Dealer: BMW of Sterling
Date Resolved:
Resolve Rep:
Date Closed: 5/13/08 05:12PM
Close Rep: Burkland, Laurie
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

Solution Notes

Solution
Cust stts she will have svctech review iDrive concern next time she brings it in.

Attachments

File Name	Comments



Customer Service Request Detail # S00811909203

Activity Status:	Done	Activity Updated:	4/28/08 01:47PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 01:47PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 01:47PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028296223 Survey Type: Phone Dealer Code: 23276 Service Advisor SSN: 4403 Service Advisor Cust Pay Code: 413 Service Advisor First Name: BEN Service Advisor Last Name: NEUBERT Service Tech SSN: 1383 Service Tech Cust Pay Code: 398 Service Tech First Name: Aaron Service Tech Last Name: Harley Repair Date: 04/05/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVD135X6R [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 147272 Call Disposition Code: CMP Call Date: 04/18/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HER IDRIVE HAS BEEN LESS THAN STELLAR. IT GOES ON AND OFF. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a ...</p>	
--	--



Customer Service Request Detail # S00811909203

... Answer:		...	
Activity Status:	Done	Activity Updated:	4/30/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/13/08 05:12PM
Activity Type	Customer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	5/13/08 05:07PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Cust stts intermittent iDrive issues. Dlr not able to dup, no fault codes.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811916244

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i Convertible
Mileage:
Sale: 3/31/08 12:00AM
In Service Date: 3/31/08 12:00AM
Production Date: 2/29/08 12:00AM

Service Request

Service Request #: S00811916244
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/28/08 05:26PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/28/08 05:26PM
Assigned Dealer:
Identified Dealer: Vista Motor Company
Date Resolved:
Resolve Rep:
Date Closed: 5/23/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00811916244

Activity Status:	Done	Activity Updated:	4/28/08 05:26PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 05:26PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 05:26PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028403064 Survey Type: Phone Dealer Code: 46697 Service Advisor SSN: 0680 Service Advisor Cust Pay Code: 299 Service Advisor First Name: LAURENCE Service Advisor Last Name: GARDINER Service Tech SSN: 3352 Service Tech Cust Pay Code: 289 Service Tech First Name: AYAD Service Tech Last Name: AKKASKA Repair Date: 04/17/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAWL73558F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 241298 Call Disposition Code: CMP Call Date: 04/21/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE REASONS FOR HIS LOW RATINGS IS BECAUSE HE WENT IN FOR AN ALARM INSTALL AND WAS TOLD THEY DID NOT HAVE ANY IN STOCK. THEY DID GET ONE THE NEXT DAY AND HAD HIS ALARM INSTALLED BUT WAS TOLD BY THE SALESPERSON THEY WILL GIVE HIM A LOANER BUT AFTER</p>	
--	--



Customer Service Request Detail # S00811916244

Activity Status:	Done	Activity Updated:	5/1/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/22/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/22/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/23/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811916308

Customer

Name: [REDACTED]
Method: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
SAN FRANCISCO, CA [REDACTED]

Vehicle

Chassis # (US):	F [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	335i Coupe
Mileage:	
Sale:	7/21/07 12:00AM
In Service Date:	7/21/07 12:00AM
Production Date:	6/5/07 12:00AM

Service Request

Service Request #:	S00811916308
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 05:28PM
Created By:	ISKY, AAARA
Rep Assigned:	Young, Ron
Date Assigned:	5/22/08 04:54PM
Assigned Dealer:	
Identified Dealer:	BMW of Mountain View (AutoWest BMW of
Date Resolved:	
Resolve Rep:	
Date Closed:	5/22/08 04:54PM
Close Rep:	Young, Ron
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
spoke to cust, she said she has our # and will rtn call when available. closed pending.

Attachments

File Name	Comments



Customer Service Request Detail # S00811916308

Activity Status:	Done	Activity Updated:	4/28/08 05:28PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 05:28PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 05:28PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028391715 Survey Type: Phone Dealer Code: 21618 Service Advisor SSN: 3971 Service Advisor Cust Pay Code: 3010 Service Advisor First Name: Albert Service Advisor Last Name: Rios Service Tech SSN: 6031 Service Tech Cust Pay Code: 7305 Service Tech First Name: SANTOS Service Tech Last Name: GARCIA Repair Date: 04/09/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB7357F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 248095 Call Disposition Code: CMP Call Date: 04/21/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THIS IS HER THIRD BMW AND WILL NOT PURCHASE ANOTHER ONE. THE VEHICLE IS UNDER A YEAR AND THE TIRE HAS A BUMP ON IT. SHE ENDED UP HAVING TO PURCHASE NEW TIRES AT \$2,000 SINCE THEY SAID THE TIRES WOULD</p>	
---	--



Customer Service Request Detail # S00811916308

Activity Status:	Done	Activity Updated:	4/30/08 04:42PM
Activity Type	Initial Customer Contact	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	4/30/08 04:41PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Customer stts this is a bad time to talk and to call back some other time.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/1/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/22/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/22/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/22/08 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	5/22/08 04:53PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	spoke to cust, she said she has our # and will rtn call when available.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811918151

Customer

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

Vehicle

Chassis # (US): A [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335xi
Mileage: 10,000
Sale: 7/19/07 12:00AM
In Service Date: 7/19/07 12:00AM
Production Date: 6/26/07 12:00AM

Service Request

Service Request #: S00811918151
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/28/08 06:16PM
Created By: ISKY, AAARA
Rep Assigned: Fitzgibbons, Jeff
Date Assigned: 5/21/08 04:58PM
Assigned Dealer:
Identified Dealer: Northwest BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/21/08 05:08PM
Close Rep: Fitzgibbons, Jeff
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Center is replacing car.

Attachments

File Name	Comments



Customer Service Request Detail # S00811918151

Activity Status:	Done	Activity Updated:	4/28/08 06:16PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 06:16PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 06:16PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028392478
Survey Type:
Dealer Code: 20596
Service Advisor SSN: 7168
Service Advisor Cust Pay Code: 205
Service Advisor First Name: JIM
Service Advisor Last Name: HOLLISTER
Service Tech SSN: 3307
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 04/10/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAVD53527A [REDACTED]
VIN 7: A [REDACTED]
Invoice Number/RO Number: 143826
Call Disposition Code: CMP
Call Date: 04/21/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 50
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE WAS UPSET HE HAS NOT BEEN TAKEN SERIOUSLY IN THE PAST AND HAS NOT HAD A PROMPT RESOLUTION TO HIS PROBLEM. THE PREVIOUS CENTER FOREMAN WAS PATRONIZING AND HAD VERY POOR CUSTOMER SERVICE SKILLS. THE CURRENT CENTER FOREMAN AND THE SERVICE MANAGER ARE FINALL



Customer Service Request Detail # S00811918151

Activity Status:	Done	Activity Updated:	5/1/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/21/08 04:57PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/21/08 04:57PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	Discussed survey feedback.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811921054

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 4/21/07 12:00AM
In Service Date: 4/21/07 12:00AM
Production Date: 3/16/07 12:00AM

Service Request

Service Request #: S00811921054
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 4/28/08 07:24PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/28/08 07:24PM
Assigned Dealer:
Identified Dealer: Thompson BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00811921054

Activity Status:	Done	Activity Updated:	4/28/08 07:24PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 07:24PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 07:24PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028339670
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 5018
Service Advisor Cust Pay Code: 7184
Service Advisor First Name: James
Service Advisor Last Name: Whittington, II
Service Tech SSN: 7142
Service Tech Cust Pay Code: 6777
Service Tech First Name: Dave
Service Tech Last Name: Kiel
Repair Date: 04/08/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [REDACTED]
VIN 17: WBAWL13557F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 434595
Call Disposition Code: CMP
Call Date: 04/22/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 0
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 0
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE HAS ALREADY TALKED TO PEOPLE ABOUT THIS AND IT IS STILL NOT FIXED. WHENEVER HE OR HIS WIFE SIT IN THE PASSENGER SEAT, THE AIRBAG LIGHT COMES ON THAT SAYS IT IS NOT WORKING. THE CENTER TOLD HIM THAT WAS NORMAL AND NOTHING WAS WRONG. WHEN HIS GRANDSON



Customer Service Request Detail # S00811921054

Activity Status:	Done	Activity Updated:	5/1/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code d		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/26/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code d		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811924907

Customer

Name: Mr. [REDACTED]
Preferred Communication Method:
Work #:
Home #:
Cell #:
[REDACTED] [REDACTED]
FREMONT, CA [REDACTED]

Service Request

Service Request #: S00811924907
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 4/28/08 08:53PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/28/08 08:53PM
Assigned Dealer:
Identified Dealer: BMW of Mountain View (AutoWest BMW of
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i
Mileage:
Sale:
In Service Date:
Production Date: 10/16/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00811924907

Activity Status:	Done	Activity Updated:	4/28/08 08:53PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 08:53PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 08:53PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028207713 Survey Type: Phone Dealer Code: 21618 Service Advisor SSN: 6701 Service Advisor Cust Pay Code: 3013 Service Advisor First Name: Marc Service Advisor Last Name: Lebas Service Tech SSN: 2437 Service Tech Cust Pay Code: 7322 Service Tech First Name: ROLF Service Tech Last Name: KUCHLENZ Repair Date: 03/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: Customer PM Phone: [REDACTED] VIN 17: WBAVA33587F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 247150C Call Disposition Code: CMP Call Date: 04/23/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE WOULD LIKE TO BE CONTACTED BY SOMEONE FROM BMW NA AT 510 541 0951. IT WAS A SURPRISE TO HIM WHEN THEY TOLD HIM HE HAD THE RUN FLAT TIRES. THEY TOLD HIM THERE WAS A NAIL IN THE TIRE AND HE WOULD NEED TO REPLACE IT. HE SAID THEY DID NOT RES</p>	
---	--



Customer Service Request Detail # S00811924907

Activity Status:	Done	Activity Updated:	4/30/08 04:58PM
Activity Type	Initial Customer Contact	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	4/30/08 04:57PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/26/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00812006700

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 10/8/07 12:00AM
In Service Date: 10/8/07 12:00AM
Production Date: 8/23/07 12:00AM

Service Request

Service Request #: S00812006700
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 4/29/08 08:59AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/29/08 08:59AM
Assigned Dealer:
Identified Dealer: BMW of Bel Air
Date Resolved:
Resolve Rep:
Date Closed: 5/1/08 05:17PM
Close Rep: McGrew, Christa
Issue Note: Customer IPOD option in vehicle not working.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6517	IPOD - AUDIO INPUT
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
wtr apologized to customer, cust wanted to document. wtr advsd if anything further is needed to call customer relations back.

Attachments

File Name	Comments



Customer Service Request Detail # S00812006700

Activity Status:	Done	Activity Updated:	4/29/08 08:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/29/08 08:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/29/08 08:59AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028309850 Survey Type: Phone Dealer Code: 22817 Service Advisor SSN: 4789 Service Advisor Cust Pay Code: 1199 Service Advisor First Name: Bill Service Advisor Last Name: McCauley Service Tech SSN: 9518 Service Tech Cust Pay Code: 882 Service Tech First Name: David Service Tech Last Name: Stoltz Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: M Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVL73547F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 147432 Call Disposition Code: CMP Call Date: 04/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE APPRECIATES THE SHUTTLE SERVICE BECAUSE IT IS VERY CONVENIENT. THE ONE THING SHE IS STILL NOT SATISFIED WITH IS THE ONGOING PROBLEM WITH HER IPOD NOT WORKING SINCE DELIVERY OF HER VEHICLE AND IT IS NOT BEING ADDRESSED. WHEN SHE BR</p>	
--	--



Customer Service Request Detail # S00812006700

Activity Status:	Done	Activity Updated:	5/1/08 05:16PM
Activity Type	Initial Customer Contact	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/1/08 05:12PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Customer sttd she has already voiced her concerns with BMW NA. nothing able to do, veh IPOD option not work. dlr working on it		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00812006747

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330Ci Convertible
Mileage:
Sale: 1/7/06 12:00AM
In Service Date: 1/7/06 12:00AM
Production Date: 12/9/05 12:00AM

Service Request

Service Request #: S00812006747
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 4/29/08 09:00AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/29/08 09:00AM
Assigned Dealer:
Identified Dealer: Wide World of Cars, LLC
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812006747

Activity Status:	Done	Activity Updated:	4/29/08 09:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/29/08 09:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/29/08 09:00AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028300992 Survey Type: Phone Dealer Code: 25770 Service Advisor SSN: 8961 Service Advisor Cust Pay Code: 267 Service Advisor First Name: Suzanne Service Advisor Last Name: Leale Service Tech SSN: 0309 Service Tech Cust Pay Code: 109 Service Tech First Name: DOUG Service Tech Last Name: MAYONE Repair Date: 04/04/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: E Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBABW53456F VIN 7: F [REDACTED] Invoice Number/RO Number: 147646 Call Disposition Code: CMP Call Date: 04/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE VEHICLE HAS BEEN BACK TO THE CENTER BECAUSE OF THE RECEPTION GOING ON AND OFF IN THE SIRIUS RADIO. HE SAID HE HAS TAKEN IT TO THE CENTER THREE TIMES AND THEY STILL HAVE NOT RESOLVED THE PROBLEM. Unadjusted Q1a Answer: Unadjusted Q1a ...</p>	
--	--



Customer Service Request Detail # S00812006747

... Other		...	
Activity Status:	Done	Activity Updated:	5/2/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/2/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/26/08 03:05AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00812008681

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i (SA)
Mileage:
Sale: 8/13/07 12:00AM
In Service Date: 8/13/07 12:00AM
Production Date: 6/13/07 12:00AM

Service Request

Service Request #: S00812008681
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 4/29/08 09:32AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 4/29/08 09:32AM
Assigned Dealer:
Identified Dealer: Century West BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812008681

Activity Status:	Done	Activity Updated:	4/29/08 09:32AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/29/08 09:32AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/29/08 09:32AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028481936 Survey Type: Dealer Code: 20268 Service Advisor SSN: 1345 Service Advisor Cust Pay Code: 5322 Service Advisor First Name: SHAWN Service Advisor Last Name: DUNIVANT Service Tech SSN: 0032 Service Tech Cust Pay Code: 5338 Service Tech First Name: KEY Service Tech Last Name: SINVONGSA Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAAV37587N [REDACTED] VIN 7: N [REDACTED] Invoice Number/RO Number: 172036 Call Disposition Code: CMP Call Date: 04/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
--	--



Customer Service Request Detail # S00812008681

...		...	
Activity Status:	Done	Activity Updated:	5/2/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/2/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 05:01PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	5/23/08 05:01PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	No Answer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/26/08 03:05AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 05		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00812200753

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335i
Mileage:
Sale: 4/3/08 12:00AM
In Service Date: 4/3/08 12:00AM
Production Date: 1/29/08 12:00AM

Service Request

Service Request #: S00812200753
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/1/08 12:38AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/1/08 12:38AM
Assigned Dealer:
Identified Dealer: Weatherford BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812200753

Activity Status:	Done	Activity Updated:	5/1/08 12:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/1/08 12:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 5/1/08 12:38AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028289612 Survey Type: Phone Dealer Code: 04514 Sales Advisor Id: 0000109678 Sales Advisor First Name: GRACE Sales Advisor Last Name: WONG Retail Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WR0AVR73568K VIN 7: K [REDACTED] Call Disposition Code: CMP Call Date: 04/23/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 100 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 100 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER STATED THEY SHOULD GIVE AWAY MORE FREE STUFF LIKE KEY HOLDERS. Unadjusted Q1A Answer:</p>	
--	--



Customer Service Request Detail # S00812200753

Activity Status:	Done	Activity Updated:	5/2/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/2/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/2/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/2/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00812302411

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328xi Coupe
Mileage:
Sale: 5/31/07 12:00AM
In Service Date: 5/31/07 12:00AM
Production Date: 5/10/07 12:00AM

Service Request

Service Request #: S00812302411
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/2/08 07:36PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/2/08 07:36PM
Assigned Dealer:
Identified Dealer: New Motors, Inc.
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812302411

Activity Status:	Done	Activity Updated:	5/2/08 07:36PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 07:36PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 07:36PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028437169
Survey Type: Phone
Dealer Code: 46672
Service Advisor SSN:
Service Advisor Cust Pay Code: 577
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN:
Service Tech Cust Pay Code: 620
Service Tech First Name:
Service Tech Last Name:
Repair Date: 04/11/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: 8 [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAWC33557P [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 217840
Call Disposition Code: CMP
Call Date: 04/28/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 0
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE WAS TOLD THEY
COULD NOT FIX FLAT TIRES. THEY HAD TO REPLACE IT. HE TRIED
TO GET THE RADIO FIXED THEN, BUT WAS TOLD HE HAD TO MAKE
A DIFFERENT APPOINTMENT. HE HAS TO KEEP CALLING BACK TO
MAKE APPTS. THIS IS THE FIRST AND LAST BMW HE WILL LEASE.
HE HAS BEEN THERE BEFORE. HE LIKES BM



Customer Service Request Detail # S00812302411

Activity Status:	Done	Activity Updated:	5/7/08 03:39AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/7/08 03:39AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/2/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/2/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00812306499

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/20/06 12:00AM
In Service Date: 5/20/06 12:00AM
Production Date: 2/24/06 12:00AM

Service Request

Service Request #: S00812306499
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/2/08 09:06PM
Created By: ISKY, AAARA
Rep Assigned: Gammon, Jason
Date Assigned: 5/30/08 04:45PM
Assigned Dealer:
Identified Dealer: Center BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/30/08 04:45PM
Close Rep: Gammon, Jason
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
cust adsvd busy and did not require assistance at this time, writer thanked for time

Attachments

File Name	Comments



Customer Service Request Detail # S00812306499

Activity Status:	Done	Activity Updated:	5/2/08 09:06PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 09:06PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 09:06PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028476253 Survey Type: Phone Dealer Code: 04355 Service Advisor SSN: 2749 Service Advisor Cust Pay Code: 628 Service Advisor First Name: STEVEN Service Advisor Last Name: TUREAUD Service Tech SSN: 1633 Service Tech Cust Pay Code: 432 Service Tech First Name: NOVA Service Tech Last Name: ZAKARIAN Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBABT3550K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 064336 Call Disposition Code: CMP Call Date: 04/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA AT CELL PHONE (818) 802-0274. CUSTOMER STATED IT WAS A COMPLETE WASTE OF TIME. THIS WAS THE THIRD TIME FOR THE SAME PROBLEM WITH THE NAVIGATIONAL SYSTEM WHICH GOES BLANK AND A BLACK SCREEN APPEARS. THIS VISIT CENTER</p>	
--	--



Customer Service Request Detail # S00812306499

Activity Status:	Done	Activity Updated:	5/6/08 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/6/08 05:27PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci stating that someone from this number just called him.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 03:41AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/7/08 03:41AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	5/30/08 04:44PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust adsvd busy and did not require assistance at this time, writer thanked for time		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00812309319

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 3/22/06 12:00AM
In Service Date: 3/22/06 12:00AM
Production Date: 2/16/06 12:00AM

Service Request

Service Request #: S00812309319
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/2/08 10:06PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/2/08 10:06PM
Assigned Dealer:
Identified Dealer: Checkered Flag BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812309319

Activity Status:	Done	Activity Updated:	5/2/08 10:06PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 10:06PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 10:06PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028404857 Survey Type: Dealer Code: Service Advisor SSN: 5062 Service Advisor Cust Pay Code: 5062 Service Advisor First Name: KASEY Service Advisor Last Name: SCHWARTZ Service Tech SSN: 3542 Service Tech Cust Pay Code: 3542 Service Tech First Name: GEORGE Service Tech Last Name: MARTINEZ Repair Date: 04/16/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13596F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 105117 Call Disposition Code: CMP Call Date: 04/29/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 50 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 25 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS WAS THE THIRD TIME SHE HAD TAKEN THE BMW IN FOR THE RADIO. THE RADIO WAS NOT REPLACED WITH A RADIO LIKE THE ORIGINAL ONE. SHE HAD TO WAIT FOR VERY LONG AND IT WAS VERY UNPLEASANT. SHE SAID THEY HELPED A CUSTOMER WHO WAS UPSET AND HAD WALK</p>	
---	--



Customer Service Request Detail # S00812309319

Activity Status:	Done	Activity Updated:	5/7/08 03:42AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/7/08 03:42AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00812311873

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Coupe
Mileage:
Sale: 9/27/06 12:00AM
In Service Date: 9/27/06 12:00AM
Production Date: 8/8/06 12:00AM

Service Request

Service Request #: S00812311873
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/2/08 11:11PM
Created By: ISKY, AAARA
Rep Assigned: Ellis, Jeremy
Date Assigned: 5/6/08 05:23PM
Assigned Dealer: The BMW Store
Identified Dealer: The BMW Store
Date Resolved:
Resolve Rep:
Date Closed: 5/6/08 05:24PM
Close Rep: Ellis, Jeremy
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Cust unhappy with Siruis customer service. Cust paid for renewal however it never occured. And did not comp him to his satisfaction.

Attachments

File Name	Comments



Customer Service Request Detail # S00812311873

Activity Status:	Done	Activity Updated:	5/2/08 11:11PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 11:11PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 11:11PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028514784 Survey Type: Phone Dealer Code: 96717 Service Advisor SSN: 7942 Service Advisor Cust Pay Code: 400 Service Advisor First Name: EUGENE Service Advisor Last Name: MCCLELLAN Service Tech SSN: 4654 Service Tech Cust Pay Code: 935 Service Tech First Name: SEAN Service Tech Last Name: BELEW Repair Date: 04/22/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWB73567F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 318261 Call Disposition Code: CMP Call Date: 04/30/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HE IS VERY DISSATISFIED WITH SIRIUS SATELLITE RADIO. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
--	--



Customer Service Request Detail # S00812311873

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	5/6/08 05:24PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/6/08 05:22PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Cust unhappy with Siruis customer service. Cust paid for renewal however it never occurred. And did not comp him to his satisfaction.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00812312493

Customer

Name: Ms [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: APT 786
City/State/Zip: CALABASAS, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i SULEV
Mileage:
Sale: 12/8/07 12:00AM
In Service Date: 10/31/07 12:00AM
Production Date: 9/10/07 12:00AM

Service Request

Service Request #: S00812312493
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/2/08 11:23PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/2/08 11:23PM
Assigned Dealer:
Identified Dealer: Rusnak BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00812312493

Activity Status:	Done	Activity Updated:	5/2/08 11:23PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 11:23PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 11:23PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028560851
Survey Type:
Dealer Code: 86846
Service Advisor SSN: 4690
Service Advisor Cust Pay Code: 116
Service Advisor First Name: GARY
Service Advisor Last Name: KENNEDY
Service Tech SSN: 4504
Service Tech Cust Pay Code: 166
Service Tech First Name: LEON
Service Tech Last Name: SCHOPP
Repair Date: 04/25/2008
Customer Salutation: ms.
Customer First Name: [REDACTED]
Customer Middle Name: [REDACTED]
Customer Suffix: [REDACTED]
Customer AM Phone: [REDACTED]
VIN 17: WBAVC53538F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 601127
Call Disposition Code: CMP
Call Date: 04/30/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED SHE BOUGHT A BRAND
NEW VEHICLE IN DEC 2007 AND THERE WERE ALREADY TWO
THINGS WRONG WITH THE VEHICLE. WHEN SHE CONTACTED THE
SALES PERSON ABOUT THIS. HE AVOIDED HER UNTIL SHE HAD TO
CONTACT HIM SEVERAL TIMES. SHE SAID SHE IS NOT VERY
HAPPY WITH BMW



Customer Service Request Detail # S00812312493

Activity Status:	Done	Activity Updated:	5/7/08 03:43AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/7/08 03:43AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00813103156

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325Ci
Mileage:
Sale: 7/12/06 12:00AM
In Service Date: 7/12/06 12:00AM
Production Date: 2/16/06 12:00AM

Service Request

Service Request #: S00813103156
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/10/08 01:14AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/10/08 01:14AM
Assigned Dealer:
Identified Dealer: Passport BMW
Date Resolved:
Resolve Rep:
Date Closed: 6/9/08 03:04AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813103156

Activity Status:	Done	Activity Updated:	5/10/08 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/10/08 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/10/08 01:14AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028607575 Survey Type: Phone Dealer Code: Service Advisor SSN: 8045 Service Advisor Cust Pay Code: 307 Service Advisor First Name: GREG Service Advisor Last Name: HERNANDES Service Tech SSN: 7564 Service Tech Cust Pay Code: 150 Service Tech First Name: MARK Service Tech Last Name: CHANG Repair Date: 04/30/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBABD33456F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 123044 Call Disposition Code: CMP Call Date: 05/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WISHES TO SPEAK TO BMW OF NA IN REGARDS TO THIS ISSUE AND THEY COULD REACH HER AT 626-825-4088. THERE WAS A DEFECT OF THE RADIO AND THE RECEPTION IS VERY POOR AND THAT WAS DISAPPOINTING. SHE SAID THEY HAVE THEIR POLICIES SHE UNDERSTANDS THAT, BUT IT WOUL</p>	
--	--



Customer Service Request Detail # S00813103156

Activity Status:	Done	Activity Updated:	5/14/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	5/14/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	6/6/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/6/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	6/6/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/6/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	6/9/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	



Customer Service Request Detail # S00813302948

Customer

Name: [REDACTED]
Preferred Communication Method:
Work #: [REDACTED] 7
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: SAN DIMAS, CA [REDACTED]

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325Ci
Mileage:
Sale: 7/12/06 12:00AM
In Service Date: 7/12/06 12:00AM
Production Date: 2/16/06 12:00AM

Service Request

Service Request #: S00813302948
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/12/08 01:38AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/12/08 01:38AM
Assigned Dealer:
Identified Dealer: Passport BMW
Date Resolved:
Resolve Rep:
Date Closed: 6/9/08 03:06AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813302948

Activity Status:	Done	Activity Updated:	5/12/08 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/12/08 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/12/08 01:38AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028607575
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 8045
Service Advisor Cust Pay Code: 307
Service Advisor First Name: GREG
Service Advisor Last Name: HERNANDES
Service Tech SSN: 7564
Service Tech Cust Pay Code: 150
Service Tech First Name: MARK
Service Tech Last Name: CHANG
Repair Date: 04/30/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBABD33456F [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 123044
Call Disposition Code: CMP
Call Date: 05/05/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED SHE WISHES TO SPEAK
TO BMW OF NA IN REGARDS TO THIS ISSUE AND THEY COULD
REACH HER AT 626-825-4088. THERE WAS A DEFECT OF THE
RADIO AND THE RECEPTION IS VERY POOR AND THAT WAS
DISAPPOINTING. SHE SAID THEY HAVE THEIR POLICIES SHE
UNDERSTANDS THAT, BUT IT WOUL



Customer Service Request Detail # S00813302948

Activity Status:	Done	Activity Updated:	6/9/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00813304858

Customer

Name: Mrs. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #:
Street Address: [REDACTED]
Apt/Ste:
City/State/Zip: TOMS RIVER, NJ [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328xi SULEV
Mileage:
Sale: 4/30/08 12:00AM
In Service Date: 4/30/08 12:00AM
Production Date: 1/7/08 12:00AM

Service Request

Service Request #: S00813304858
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/12/08 05:25PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/12/08 05:25PM
Assigned Dealer:
Identified Dealer: Prestige BMW
Date Resolved:
Resolve Rep:
Date Closed: 6/9/08 03:06AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813304858

Activity Status:	Done	Activity Updated:	5/12/08 05:25PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/12/08 05:25PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 5/12/08 05:25PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028594775 Survey Type: Phone Dealer Code: Sales Advisor Id: 0000134131 Sales Advisor First Name: JAMES Sales Advisor Last Name: CASTELLO Retail Date: 04/30/2008 Customer Salutation: mrs. Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WRAVC73568K [REDACTED] VIN 7: K [REDACTED] Call Disposition Code: CMP Call Date: 05/05/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 50 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 75 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER STATED SHE WAS HAVING TROUBLE WITH HER SIRIUS RADIO AND SHE WILL BE GETTING IN TOUCH WITH BMW NA SOON. SHE SAID SHE HAD NO RECOMMENDATIONS FOR THEM AND SHE THOUGHT THEY WERE GREAT. Unadjusted Q1A Answer:</p>	
--	--



Customer Service Request Detail # S00813304858

Activity Status:	Done	Activity Updated:	5/14/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/6/08 03:00AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/6/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/9/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00813304920

Customer

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

Vehicle

Chassis # (US): A [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 335xi
Mileage:
Sale: 4/30/08 12:00AM
In Service Date: 4/30/08 12:00AM
Production Date: 3/31/08 12:00AM

Service Request

Service Request #: S00813304920
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/12/08 05:27PM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/12/08 05:27PM
Assigned Dealer:
Identified Dealer: Devon Hill Motors
Date Resolved:
Resolve Rep:
Date Closed: 6/9/08 03:00AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813304920

Activity Status:	Done	Activity Updated:	5/12/08 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/12/08 05:27PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 5/12/08 05:27PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028594265 Survey Type: Dealer Code: 26613 Sales Advisor Id: 0000118599 Sales Advisor First Name: GINA Sales Advisor Last Name: MACERATO Retail Date: 04/30/2008 Customer Salutation: [REDACTED] [REDACTED] Customer Middle Name: S Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: VIN 17: WBAVD53548A [REDACTED] VIN 7: A [REDACTED] Call Disposition Code: CMP Call Date: 05/05/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 75 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 100 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: CUSTOMER STATED HE WOULD LIKE A CALLBACK FROM BMW NA AT 610-260-0555 DURING WORKING HOURS, OR AT THE HOME NUMBER ON THE RECORD. THE PURCHASE TOOK OVER AN HOUR AND A HALF WHICH WAS A LONG TIME FOR HIM. HE IS NOT SURE WHERE THE PROBLEM WAS SO PREFERRED NOT TO RATE PAPERWORK. THE SALESPERSON WAS EXCELLENT AND THE FI</p>	
---	--



Customer Service Request Detail # S00813304920

Activity Status:	Done	Activity Updated:	5/14/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/6/08 03:00AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/6/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/9/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00813704634

Customer

Name: Ms. [REDACTED]
Preferred Communication Method:
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Ste: [REDACTED]
City/State/Zip: NEW YORK, NY [REDACTED]

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 5/23/06 12:00AM
In Service Date: 5/23/06 12:00AM
Production Date: 4/24/06 12:00AM

Service Request

Service Request #: S00813704634
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/16/08 01:42AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/16/08 01:42AM
Assigned Dealer:
Identified Dealer: BMW of Manhattan
Date Resolved:
Resolve Rep:
Date Closed: 6/13/08 03:01AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813704634

Activity Status:	Done	Activity Updated:	5/16/08 01:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/16/08 01:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/16/08 01:42AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028450217 Survey Type: Phone Dealer Code: 65775 Service Advisor SSN: 7753 Service Advisor Cust Pay Code: 17753 Service Advisor First Name: Jessica Service Advisor Last Name: Parra Service Tech SSN: 8914 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/16/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13516K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 548311 Call Disposition Code: CMP Call Date: 05/09/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WANTED TO BE CONTACTED BY BMW NA ABOUT PROBLEMS WITH HER NAVIGATION SYSTEM AND DVD. SERVICE WAS FINE AS WELL AS THE VISIT, BUT THE NEXT DAY SHE WENT TO GO ON A BUISNESS TRIP THE LIGHT CAME ON, SO SHE HAD TO GO BACK TO THE CENTER. THEY SAID IT WAS BECAUSE</p>	
--	--



Customer Service Request Detail # S00813704634

Activity Status:	Done	Activity Updated:	5/19/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/19/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/12/08 03:01AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/12/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/13/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/13/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00813804898

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325xi
Mileage:
Sale: 5/13/06 12:00AM
In Service Date: 5/13/06 12:00AM
Production Date: 2/20/06 12:00AM

Service Request

Service Request #: S00813804898
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/17/08 01:46AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/17/08 01:46AM
Assigned Dealer:
Identified Dealer: Chapman BMW on Camelback
Date Resolved:
Resolve Rep:
Date Closed: 6/13/08 03:03AM
Close Rep: GenSurvey, fm
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813804898

Activity Status:	Done	Activity Updated:	5/17/08 01:46AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/17/08 01:46AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/17/08 01:46AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028683481
Survey Type: Phone
Dealer Code: 10729
Service Advisor SSN: 7605
Service Advisor Cust Pay Code: B44
Service Advisor First Name: Vince
Service Advisor Last Name: Adams
Service Tech SSN: 3398
Service Tech Cust Pay Code: B45
Service Tech First Name: ROBERT
Service Tech Last Name: ORIENT
Repair Date: 05/06/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAVD13526K [REDACTED]
VIN 7: K [REDACTED]
Invoice Number/RO Number: 594498
Call Disposition Code: CMP
Call Date: 05/10/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER DESIRES A CALL FROM BMW NA.
CUSTOMER STATED HER VISIT TO THE CHAPMAN CENTER WAS
GREAT BUT ON APRIL 25TH SHE WENT TO THE NORTH
SCOTTSDALE CENTER AND AN IPOD, AN IPOD CORD AND
SUNGLASSES WENT MISSING FROM HER VEHICLE AND NORTH
SCOTTSDALE TRIED TO OVER



Customer Service Request Detail # S00813804898

Activity Status:	Done	Activity Updated:	5/21/08 04:36AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:36AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/12/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/12/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/13/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/13/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00813905771

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 5/11/07 12:00AM
In Service Date: 5/11/07 12:00AM
Production Date: 4/5/07 12:00AM

Service Request

Service Request #: S00813905771
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/18/08 02:46AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/18/08 02:46AM
Assigned Dealer:
Identified Dealer: Otto's BMW of Exton
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00813905771

Activity Status:	Done	Activity Updated:	5/18/08 02:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/18/08 02:46AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/18/08 02:46AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028607101 Survey Type: Phone Dealer Code: 67600 Service Advisor SSN: 4308 Service Advisor Cust Pay Code: 14254 Service Advisor First Name: Steve Service Advisor Last Name: Borden Service Tech SSN: 4056 Service Tech Cust Pay Code: 31618 Service Tech First Name: ROBERT Service Tech Last Name: HANEY Repair Date: 04/30/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAWL73597F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 343828 Call Disposition Code: DNA Call Date: 05/13/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER DESIRES A CALL FROM BMW NA. CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED HE DID NOT WANT TO TAKE THE SURVEY UNTIL HIS PROBLEM WITH THE I-DRIVE IS RESOLVED. HE HAS TAKEN HIS VEHICLE IN MANY TIMES TO FIX THE I-DRIVE. THE I-DRIVE INTERMITTENTLY WORKS AND DOES N</p>	
---	--



Customer Service Request Detail # S00813905771

Activity Status:	Done	Activity Updated:	5/21/08 04:33AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:33AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/16/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/16/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00813905836

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 6/12/06 12:00AM
In Service Date: 6/12/06 12:00AM
Production Date: 4/27/06 12:00AM

Service Request

Service Request #: S00813905836
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/18/08 02:48AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/18/08 02:48AM
Assigned Dealer:
Identified Dealer: Shelly BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4151	DOORS - SEALS, EDGE PROTECTION, DOOR
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00813905836

Activity Status:	Done	Activity Updated:	5/18/08 02:48AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/18/08 02:48AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/18/08 02:48AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028378164 Survey Type: Phone Dealer Code: 65256 Service Advisor SSN: 7603 Service Advisor Cust Pay Code: 30857 Service Advisor First Name: Jesse Service Advisor Last Name: Gutierrez Service Tech SSN: 0118 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/14/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVB13506F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 358138 Call Disposition Code: CMP Call Date: 05/13/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE DOES NOT BLAME THE SERVICE CENTER FOR ALL THE ISSUES HE HAS HAD WITH THE VEHICLE. THERE HAD BEEN PROBLEMS WITH THE VEHICLE SINCE HE FIRST PURCHASED THE VEHICLE. THERE HAVE BEEN PROBLEMS WITH THE ELECTRIC SYSTEM, THE BACK DOOR, THE AIR CONDITIONE</p>	
--	--



Customer Service Request Detail # S00813905836

Activity Status:	Done	Activity Updated:	5/21/08 04:34AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:34AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/16/08 03:05AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/16/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00814008701

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330xi
Mileage:
Sale: 9/15/06 12:00AM
In Service Date: 9/15/06 12:00AM
Production Date: 7/25/06 12:00AM

Service Request

Service Request #: S00814008701
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/19/08 06:03AM
Created By: ISKY, AAARA
Rep Assigned: Ellis, Jeremy
Date Assigned: 5/20/08 05:37PM
Assigned Dealer: Rasmussen BMW
Identified Dealer: Rasmussen BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/20/08 05:39PM
Close Rep: Ellis, Jeremy
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Cust stts that he has an appt on 06/11/08 to do the repairs. Adv cust we will doc complaint and apologized for issue. Provided # to call if issue cont

Attachments

File Name	Comments



Customer Service Request Detail # S00814008701

Activity Status:	Done	Activity Updated:	5/19/08 06:03AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 06:03AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 06:03AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028727199 Survey Type: Phone Dealer Code: 36074 Service Advisor SSN: 4601 Service Advisor Cust Pay Code: 825 Service Advisor First Name: ERON Service Advisor Last Name: SCHULTZ Service Tech SSN: 9305 Service Tech Cust Pay Code: 5232 Service Tech First Name: JUSTIN Service Tech Last Name: TARLETON Repair Date: 05/09/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAYD33566K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 237218 Call Disposition Code: CMP Call Date: 05/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE IS HAVING A REPEAT PROBLEM WITH HIS IDRIVE. HE HAS GONE IN FOUR TIMES FOR THE SAME PROBLEM OF IT NEEDING TO BE REPROGRAMMED AND IS NOW ALSO HAVING A PROBLEM WITH THE STEPTRONIC SELECTOR LIGHTS NOT FUNCTIONING. HE WISHES HIS VEHIC</p>	
--	--



Customer Service Request Detail # S00814008701

Activity Status:	Done	Activity Updated:	5/20/08 04:32PM
Activity Type	Initial Customer Contact	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/20/08 04:29PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called cust and left		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/20/08 05:38PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/20/08 05:38PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Cust stts that he has an appt on 06/11/08 to do the repairs. Adv cust we will doc complaint and apologized for issue. Provided # to call if issue cont		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00814207004

Customer

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

Vehicle

Chassis # (US): K [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 330i
Mileage:
Sale: 5/1/06 12:00AM
In Service Date: 5/1/06 12:00AM
Production Date: 3/17/06 12:00AM

Service Request

Service Request #: S00814207004
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/21/08 06:51AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/21/08 06:51AM
Assigned Dealer:
Identified Dealer: A & L BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00814207004

Activity Status:	Done	Activity Updated:	5/21/08 06:51AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/21/08 06:51AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/21/08 06:51AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028778561 Survey Type: Phone Dealer Code: 86813 Service Advisor SSN: 0676 Service Advisor Cust Pay Code: 121 Service Advisor First Name: JOHN Service Advisor Last Name: MCNAMARA Service Tech SSN: 2482 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 05/15/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB33556K [REDACTED] VIN 7: K [REDACTED] Invoice Number/RO Number: 087753 Call Disposition Code: CMP Call Date: 05/17/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WAS IN A HURRY. CUSTOMER STATED HE IS DISSATISFIED WITH THE NAVIGATION SYSTEM AND IT IS POSITIONED IN THE WRONG PLACE. HE SAID HE HAS TO TAKE HIS EYES OFF THE ROAD THE WORK WITH THE NAVIGATION SYSTEM. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted ...</p>	
--	--



Customer Service Request Detail # S00814207004

... Q3a		...	
Activity Status:	Done	Activity Updated:	5/23/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/23/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00814704157

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 7/5/06 12:00AM
In Service Date: 7/5/06 12:00AM
Production Date: 6/16/06 12:00AM

Service Request

Service Request #: S00814704157
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/26/08 02:21AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/26/08 02:21AM
Assigned Dealer:
Identified Dealer: Stevens Creek BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/29/08 05:21PM
Close Rep: Greer, Ryan
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advised customer would document complaint about tires

Attachments

File Name	Comments



Customer Service Request Detail # S00814704157

Activity Status:	Done	Activity Updated:	5/26/08 02:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/26/08 02:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/26/08 02:21AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028841648
Survey Type: Phone
Dealer Code: 22083
Service Advisor SSN: 3478
Service Advisor Cust Pay Code: 452
Service Advisor First Name: CLAUDE
Service Advisor Last Name: LUU
Service Tech SSN: 8418
Service Tech Cust Pay Code: 7056
Service Tech First Name: SEAN
Service Tech Last Name: OTTMER
Repair Date: 05/05/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [REDACTED]
VIN 17: WBAVB13576 [REDACTED]
VIN 7: F [REDACTED]
Invoice Number/RO Number: 468314
Call Disposition Code: CMP
Call Date: 05/22/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 25
Q4 Explanation of work performed
Unadjusted Q4 Score: 0
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE WOULD LIKE A CALL FROM BMW NA AND STEVENS CREEK BMW AS WELL. THERE WAS SOMETHING ALONG THE LINE OF A MALFUNCTION IN THE TIRES AND HE HAD TO PAY TO HAVE THESE REPLACED AND NOW HE IS HEARING OTHER BMW CENTERS ARE DOING THIS FOR FREE BECAUSE IT IS A BMW ISS



Customer Service Request Detail # S00814704157

Activity Status:	Done	Activity Updated:	5/29/08 05:21PM
Activity Type	Initial Customer Contact	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/29/08 05:20PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	advised customer would document complaint about tires		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00814903987

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 335i Convertible
Mileage:
Sale: 9/30/07 12:00AM
In Service Date: 9/30/07 12:00AM
Production Date: 7/31/07 12:00AM

Service Request

Service Request #: S00814903987
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/28/08 01:33AM
Created By: ISKY, AAARA
Rep Assigned: Cavin, Doug
Date Assigned: 6/26/08 05:18PM
Assigned Dealer:
Identified Dealer: BMW of Honolulu
Date Resolved:
Resolve Rep:
Date Closed: 7/1/08 05:39PM
Close Rep: Cavin, Doug
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
call attempts to customer satisfied, cust asking for vehicle customization, not manufacturer issue

Attachments

File Name	Comments



Customer Service Request Detail # S00814903987

Activity Status:	Done	Activity Updated:	5/28/08 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/28/08 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/28/08 01:33AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028864677 Survey Type: Dealer Code: Service Advisor SSN: 2487 Service Advisor Cust Pay Code: 203 Service Advisor First Name: David Service Advisor Last Name: Michaud Service Tech SSN: 3804 Service Tech Cust Pay Code: 3804 Service Tech First Name: Howard Service Tech Last Name: Theall Repair Date: 05/20/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWL73527F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 050036 Call Disposition Code: CMP Call Date: 05/23/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE POLARIZED RED PLASTIC RADIO LENS MAKES RADIO LCD DISPLAY INVISIBLE TO POLARIZED SUNGLASSES. THAT IS EXTREMELY DANGEROUS, DISTRACTING AND AN ACCIDENT WAITING TO HAPPEN, ESPECIALLY IN THE CONVERTIBLE, SUCH AS HIS. HE SAID IT NEEDS TO BE CHANGED OUT</p>	
--	--



Customer Service Request Detail # S00814903987

Activity Status:	Done	Activity Updated:	5/30/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/26/08 05:18PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/26/08 05:17PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/27/08 04:16AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/27/08 04:16AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/1/08 05:37PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	7/1/08 05:37PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr sent tech email to customer, unable to modify		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/1/08 05:39PM
Activity Type	Email - Outbound	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	CustomerRelations@bmwusa.com
Activity Created:	7/1/08 05:38PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	< No Subject >		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00815001021

Customer

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

Vehicle

Chassis # (US): N [REDACTED]
Chassis # (Non - US):
Year: 2008
Model: 328i Sedan (S. Africa)
Mileage:
Sale: 5/18/08 12:00AM
In Service Date: 5/18/08 12:00AM
Production Date: 2/8/08 12:00AM

Service Request

Service Request #: S00815001021
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/29/08 12:42AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/29/08 12:42AM
Assigned Dealer:
Identified Dealer: South Motors BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00815001021

Activity Status:	Done	Activity Updated:	5/29/08 12:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/29/08 12:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 5/29/08 12:42AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028825859 Survey Type: Dealer Code: 96603 Sales Advisor Id: 0000098815 Sales Advisor First Name: EMILY Sales Advisor Last Name: BURTON Retail Date: 05/19/2008 Customer Salutation: ms Customer First Name: [REDACTED] Customer Middle Name: L Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAVA37578N VIN 7: N [REDACTED] Call Disposition Code: CMP Call Date: 05/25/2008 Q1 Initial contact experience for this purchase Unadjusted Q1 Score: 100 Q2 Handling of purchase/lease transaction Unadjusted Q2 Score: 100 Q3 Explanation of product, features, and controls Unadjusted Q3 Score: 100 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist) Unadjusted Q4 Score: 75 Q5 New BMW clean and trouble-free at delivery Unadjusted Q5 Score: 100 Q6 Fulfillment of all commitments Unadjusted Q6 Score: Q7 Respectful and courteous treatment Unadjusted Q7 Score: Q8 Overall Satisfaction Unadjusted Q8 Score: Q9 Recommend center to a friend Unadjusted Q9 Score: Unadjusted Q10 Answer: Unadjusted Q11 Score: Customer Comments: THE VEHICLE KEEPS DOING THE SAME THING. THEY WOULD LIKE FOR THIS TO BE RECORDED AND KEEP IT THEIR FILES FOR THE FUTURE. Unadjusted Q1A Answer:</p>	
---	--



Customer Service Request Detail # S00815001021

Activity Status:	Done	Activity Updated:	5/30/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00815003237

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2006
Model: 325i
Mileage:
Sale: 3/9/06 12:00AM
In Service Date: 3/9/06 12:00AM
Production Date: 2/2/06 12:00AM

Service Request

Service Request #: S00815003237
Brand: BMW
Type: iSky
Current Status: Open
Date Opened: 5/29/08 01:26AM
Created By: ISKY, AAARA
Rep Assigned: ISKY, AAARA
Date Assigned: 5/29/08 01:26AM
Assigned Dealer:
Identified Dealer: Sandy Sansing BMW
Date Resolved:
Resolve Rep:
Date Closed:
Close Rep: Unspecified, Unspecified
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	PAINT	5300	PAINT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00815003237

Activity Status:	Done	Activity Updated:	5/29/08 01:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/29/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/29/08 01:26AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028699412 Survey Type: Phone Dealer Code: 10698 Service Advisor SSN: 5944 Service Advisor Cust Pay Code: 5944 Service Advisor First Name: MIKE Service Advisor Last Name: DEZARN Service Tech SSN: 2187 Service Tech Cust Pay Code: 2187 Service Tech First Name: EMMANUEL Service Tech Last Name: RINGER Repair Date: 05/09/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: H Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: WBAVB13526F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 067106 Call Disposition Code: TPI Call Date: 05/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: LORETTA WHITING. CUSTOMER STATED THIS VISIT TO THE SERVICE CENTER WAS FINE BUT SHE HAS HAD PROBLEMS WITH THEM IN THE PAST. THERE IS TWO ISSUES WITH HER VEHICLE WITH THE PAINT AND WITH THE CD PLAYER. THE SERVICE CENTER TOLD HER THE DISTRICT MANAG</p>	
--	--



Customer Service Request Detail # S00815003237

Activity Status:	Done	Activity Updated:	5/30/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00815100608

Customer

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

Vehicle

Chassis # (US): F [REDACTED]
Chassis # (Non - US):
Year: 2007
Model: 328i Convertible
Mileage:
Sale: 4/30/07 12:00AM
In Service Date: 4/30/07 12:00AM
Production Date: 3/24/07 12:00AM

Service Request

Service Request #: S00815100608
Brand: BMW
Type: iSky
Current Status: Closed
Date Opened: 5/30/08 12:37AM
Created By: ISKY, AAARA
Rep Assigned: Smith, Heath
Date Assigned: 5/30/08 04:39PM
Assigned Dealer:
Identified Dealer: Hendrick BMW
Date Resolved:
Resolve Rep:
Date Closed: 5/30/08 04:40PM
Close Rep: Smith, Heath
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer spoke to cust. Sttd he was not made aware at pos when choosing to add mp3 player option to veh that the Apple iTouch cannot be used thru the veh properly. Cust would like to have updates on when fix may be available.

Attachments

File Name	Comments



Customer Service Request Detail # S00815100608

Activity Status:	Done	Activity Updated:	5/30/08 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/30/08 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/30/08 12:37AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

<p>Transaction Reason: New Survey iSky Survey Id: 055028808058 Survey Type: Phone Dealer Code: 66788 Service Advisor SSN: 8258 Service Advisor Cust Pay Code: 256 Service Advisor First Name: DAVID Service Advisor Last Name: MEREDITH Service Tech SSN: 4835 Service Tech Cust Pay Code: 325 Service Tech First Name: JUSTIN Service Tech Last Name: RICHARD Repair Date: 05/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: WBAWL13507F [REDACTED] VIN 7: F [REDACTED] Invoice Number/RO Number: 506818 Call Disposition Code: CMP Call Date: 05/27/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED BMW NEEDS TO LET THE CUSTOMERS KNOW WHEN SOMETHING WILL NOT WORK FOR CERTAIN THINGS, BEFORE THEY PURCHASE THEM. THEY SAID THEY WOULD LIKE TO KNOW IF BMW IS WORKING ON THE PROBLEM WITH THE A</p>	
--	--



Customer Service Request Detail # S00815100608

Activity Status:	Done	Activity Updated:	5/30/08 04:39PM
Activity Type	Initial Customer Contact	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/30/08 04:32PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer spoke to cust. Sttd he was not made aware at pos when choosing to add mp3 player option to veh that the Apple iTouch cannot be used		
Note Created:	Note Created By:	Note Type:	