A subsidiary
of BMW AG

BMW of North America, Inc.

Customer Service Request Detail # 200734100596

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sports Wagon
Mileage:	
Sale:	4/2/07 12:00AM
In Service Date:	11/27/06 12:00AM
Production Date:	10/5/06 12:00AM

Service Request

Service Request #:	200734100596
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/7/07 02:18PM
Created By:	Edgin, Jennifer
Rep Assigned:	Edgin, Jennifer
Date Assigned:	12/7/07 02:18PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/7/07 02:19PM
Close Rep:	Edgin, Jennifer
Issue Note:	CCI to ask how to turn navigation voice instruction on again

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 provided cust w/steps to turn voice steps back on.

Attachments

File Name	Comments

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Customer Service Request Detail # 200734100596

Activity Status:	Done	Activity Updated:	12/7/07 02:18PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	12/7/07 02:18PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	CCI to ask how to turn navigation voice instruction on again		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200734500340

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	10,800
Sale:	7/27/07 12:00AM
In Service Date:	7/27/07 12:00AM
Production Date:	6/15/07 12:00AM

Service Request

Service Request #:	200734500340
Brand:	BMW
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	12/11/07 11:36AM
Created By:	Zika, Debbie
Rep Assigned:	Moore, Lew
Date Assigned:	12/11/07 12:53PM
Assigned Dealer:	
Identified Dealer:	Center BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/9/08 11:13AM
Close Rep:	Moore, Lew
Issue Note:	K&M-Atty Ltr CA Lemon; defctv iDrive/radio/navig,engine sputters/loses pwr

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	OTHER	BM01	IDRIVE FUNCTION - OTHER
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	ENGINE - INTERNAL & EXT	1106	ENGINE DIES
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Denial Letter sent

Attachments

File Name	Comments
[redacted]Defect No	
Krohn and M	
Kand M Den	

Activity Status:	Done	Activity Updated:	12/11/07 03:19PM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/11/07 11:38AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	K&M-Atty Ltr CA Lemon; defctv iDrive/radio/navig,engine sputters/loses pwr		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/11/07 03:19PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/11/07 03:19PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	atty ack lettersent		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/17/07 09:06AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/17/07 09:05AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Critical to field see below		

Note Created: 12/17/07 09:06AM	Note Created By: Moore, Lew	Note Type: Field Interaction

BMW of North America, Inc.

Customer Service Request Detail # 200734500340

From: Moore Lew, V4-US-A-51
Sent: Monday, December 17, 2007 9:05 AM
To: Huzyak Ed, V4-US-V-3-A; Zancic Shane, V4-US-V-3-A
Subject: Critical Customer [redacted] 2008 528i C[redacted] 11,000 Miles Center BMW SR200734500340

Sent standard letter to customer attorney

Do Not Contact Customer

Attorney Krohn and Moss
323 988 2400

Customer had a problem Gateway KGM module.

Twenty one days in shop. Center BMW provided lease payment.

Customer was in last week for the audio system controller.

This may have put him over thirty on his 2008 BMW 528.

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

Activity Status:	Done	Activity Updated:	12/26/07 09:46AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/26/07 09:46AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for field reaction		

Note Created:	Note Created By:	Note Type:

BMW of North America, Inc.

Customer Service Request Detail # 200734500340

Activity Status:	Done	Activity Updated:	12/27/07 01:14PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/27/07 01:13PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Denial of BB see below		

Note Created: 12/27/07 01:13PM Note Created By: Moore, Lew Note Type: Field Interaction

From: Zapcic Shane, V4-US-V-3-A
Sent: Thursday, December 27, 2007 12:48 PM
To: Moore Lew, V4-US-A-51
Subject: RE: Critical Customer [redacted] 2008 528i C[redacted]
11,000 Miles Center BMW SR200734500340

Hey Lew.

I reviewed this file. 17 days down total with the 2 repairs.

BMW has provided 2 lease payments, 1 for each repair.

Vehicle is believed to be corrected, please deny the request.

Regards,

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

From: Moore Lew, V4-US-A-51
Sent: Monday, December 17, 2007 6:05 AM
To: Huzyak Ed, V4-US-V-3-A; Zapcic Shane, V4-US-V-3-A
Subject: Critical Customer [redacted] 2008 528i C[redacted] 11,000
Miles Center BMW SR200734500340

Sent standard letter to customer attorney

Do Not Contact Customer

Attorney Krohn and Moss
323 988 2400

Customer had a problem Gateway KGM module.

Twenty one days in shop. Center BMW provided lease payment.

Customer was in last week for the audio system controller.

This may have put him over thirty on his 2008 BMW 528.

...

...

<< File:[redacted]_Defect_Notif.pdf >>

Regards,

Lewis P. Moore
Customer Relations and Services
Representative

...

Activity Status:	Done	Activity Updated:	1/3/08 10:25AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/3/08 10:25AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Called K and M left msg asked for call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/9/08 11:12AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/9/08 11:11AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Please see attached denial		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200734600726

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	3/8/07 12:00AM
In Service Date:	3/8/07 12:00AM
Production Date:	2/2/07 12:00AM

Service Request

Service Request #:	200734600726
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/12/07 03:11PM
Created By:	Smith, Heath
Rep Assigned:	Smith, Heath
Date Assigned:	12/12/07 03:11PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/12/07 03:13PM
Close Rep:	Smith, Heath
Issue Note:	Passenger airbag sensor is being activated. Cci concerned with indicator.

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
Writer advised since the cust has her laptop sitting in the seat the sensor is picking up that weight and attempting to deactivate pass airbag.

Attachments

File Name	Comments

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Customer Service Request Detail # 200734600726

Activity Status:	Done	Activity Updated:	12/12/07 03:13PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	12/12/07 03:12PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Passenger airbag sensor is being activated. Cci concerned with indicator.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200735301023

Customer

Name:	Ms. [redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	Fort Gratiot, MI [redacted]

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	11/3/07 12:00AM
In Service Date:	11/3/07 12:00AM
Production Date:	6/18/07 12:00AM

Service Request

Service Request #:	200735301023
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/19/07 11:42AM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	12/19/07 11:42AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/19/07 11:48AM
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
refer to service; left 800#

Attachments

File Name	Comments

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Customer Service Request Detail # 200735301023

Activity Status:	Done	Activity Updated:	12/19/07 11:43AM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	[redacted]
Activity Created:	12/18/07 11:03PM	Email To:	ATXsurvey@BMWUSA.com; bmwcr@atxg.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Customer Requests Contact from Customer Relations		

Note Created:	Note Created By:	Note Type:

VIN: WBANW13598C[redacted]
CUSTOMER NAME: PARDIS ZOMORODI
E-MAIL: P[redacted]
CELL PHONE:
HOME PHONE: [redacted]

Attention: Please contact customer, @[redacted]

MS.ZOMORODI STATED HER COMPUTER IN THE VEHICLE IS NOT WORKING AND NEITHER IS THE RADIO. PLEASE CONTACT CUSTOMER ON CELL PHONE #

Activity Status:	Done	Activity Updated:	12/19/07 11:43AM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	12/19/07 11:43AM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Im for cust		

Note Created: 12/19/07 11:43AM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction

refer to service - left number for any other concerns

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Customer Service Request Detail # 200736002633

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	11/8/06 12:00AM
In Service Date:	11/8/06 12:00AM
Production Date:	9/27/06 12:00AM

Service Request

Service Request #:	200736002633
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/26/07 03:32PM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	12/26/07 03:32PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/26/07 03:36PM
Close Rep:	Ellis, Jeremy
Issue Note:	Adv where aux in port is / can not use Idrive to see playlists.

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 where aux in port is / can not use Idrive to see playlists.

Attachments

File Name	Comments

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BMW of North America, Inc.

Customer Service Request Detail # 200736002633

Activity Status:	Done	Activity Updated:	12/26/07 03:35PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/26/07 03:35PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Adv where aux in port is / can not use Idrive to see playlists.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200736104654

Customer

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

Service Request

Service Request #:	200736104654
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/27/07 07:27PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Bogdanovitch, Jason
Date Assigned:	12/27/07 07:27PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/27/07 07:28PM
Close Rep:	Bogdanovitch, Jason
Issue Note:	Cd does not keep its place after he turns the vehicle off.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	4/26/07 12:00AM
In Service Date:	4/26/07 12:00AM
Production Date:	1/29/07 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
Customer will call the dealership.

Attachments

File Name	Comments

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Customer Service Request Detail # 200736104654

Activity Status:	Done	Activity Updated:	12/27/07 07:27PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	12/27/07 07:27PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Cd does not keep its place after he turns the vehicle off.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200800202184

Customer

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

Service Request

Service Request #:	200800202184
Brand:	BMW
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	1/2/08 12:07PM
Created By:	Zika, Debbie
Rep Assigned:	Young, Elaine
Date Assigned:	1/2/08 01:00PM
Assigned Dealer:	Pacific BMW
Identified Dealer:	Pacific BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/8/08 01:48PM
Close Rep:	Young, Elaine
Issue Note:	Akopian-Atty Ltr CA Lemon;repear repairs dfctv engine-cold start, SRS warning light

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	530i
Mileage:	
Sale:	3/16/06 12:00AM
In Service Date:	3/16/06 12:00AM
Production Date:	1/26/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	ENGINE - GENERAL	1011	ENGINE - COLD START
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Repurchase denial ltr sent to atty.

Attachments

File Name	Comments
TERHOVANNISYAN D	
Terhovannisyan Karap	

Activity Status:	Done	Activity Updated:	1/2/08 01:27PM
Activity Type	General	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 12:09PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Akopian-Atty Ltr CA Lemon;repear repairs dfctv engine-cold start, SRS warning light		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/2/08 01:27PM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 01:26PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent atty acklgmnt ltr-see note		

Note Created: 1/2/08 01:27PM	Note Created By: Young, Elaine	Note Type: Customer's Attorney

From: Young Elaine, (T)
Sent: Wednesday, January 02, 2008 1:25 PM
To: 'john@akopianlaw.com.'
Subject: RE:Karapet[redacted]-C[redacted]

December 6, 2007

Akopian & Associates, P. C.
130 North Brand Blvd., Suite 300
Glendale, Ca 91203

Re: [redacted]
VIN [redacted]

Dear Counsel:

You contacted BMW of North America, LLC on behalf of your client, [redacted] regarding 2006 BMW 530i .

Senior members of BMWs management team are now reviewing the service history and records for your clients 530i. A representative will soon contact you to discuss their findings and recommendations.

We thank you for your cooperation in bringing about a fair and prompt resolution to this concern.

Sincerely,
Elaine

Elaine Young
Customer Relations and Services
Representative

Customer Service Request Detail # 200800202184

Activity Status:	Done	Activity Updated:	1/2/08 02:21PM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 02:20PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Critical sent to the field-see note		

Note Created: 1/2/08 02:20PM | Note Created By: Young, Elaine | Note Type: Field Interaction

DO NOT CONTACT CUSTOMER

MARKET 33
[redacted]
Mfg 33,100
Pacific BMW
Vin# C[redacted]
2006 530i

Attached is a copy of the attorney letter claiming a potential lemon. He states that there have been issues with the ignition and the SRS light. I will obtain the RO's and I will let you know my findings upon my review. This car is currently still under warranty until March 2010. Please advise me as to how you would like to proceed. Thank you.
Sincerely,
Elaine

Elaine Young
Customer Relations and Services
Representative

Activity Status:	Done	Activity Updated:	1/2/08 02:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 02:47PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	reqst RO's frm dlr-see note		

Note Created: 1/2/08 02:47PM | Note Created By: Young, Elaine | Note Type: Dealer Interaction

From: Young Elaine, (T)
Sent: Wednesday, January 02, 2008 2:46 PM
To: [redacted]
Subject: RE[redacted] C[redacted]

Happy New Year Tom,

Can you please send me (fax or email) the RO's for this customer? This is a potential lemon and we need to recap the repairs and days down. Thank you.

Sincerely,
Elaine

Elaine Young
Customer Relations and Services

Activity Status:	Done	Activity Updated:	1/2/08 03:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 02:49PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	rewst RO's frm Pacific BMW-see note		

Note Created: 1/2/08 02:50PM Note Created By: Young, Elaine Note Type: Dealer Interaction

From: Young Elaine, (T)
Sent: Wednesday, January 02, 2008 2:50 PM
To: 'Lowell Ward'
Subject: RE[redacted]C[redacted]

Hi Lowell,

Busy today and I'm not helping!!!! :)

Can you please send me (fax or email) the RO's for this customer? This is a potential lemon and we need to recap the repairs and days down. Thank you.

XXX,
Elaine

Activity Status:	Done	Activity Updated:	1/3/08 08:55AM
Activity Type	Dealer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/3/08 08:54AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	dlr advd faxed ro's-see note		

Note Created: 1/3/08 08:55AM Note Created By: Young, Elaine Note Type: Dealer Interaction

From: Tommy Hall [mailto:thall@centurywestbmw.com]
Sent: Wednesday, January 02, 2008 4:54 PM
To: Young Elaine, (T)
Subject: Re: RE[redacted]C[redacted]

Good Afternoon Elaine,

I just faxed you a copy of the invoice from the only visit to our center. My first faxed got jammed in the machine so I sent a second from a different fax machine. If you have any questions I can be reached on my direct line (818) 432-5896. Happy New Year.

Activity Status:	Done	Activity Updated:	1/4/08 12:30PM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/4/08 12:29PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	advd atty of info-see note		

Note Created: 1/4/08 12:30PM	Note Created By: Young, Elaine	Note Type: Customer's Attorney

From: Young Elaine, (T)
Sent: Friday, January 04, 2008 12:29 PM
To: 'john@akopianlaw.com.'
Subject: FW: RE[redacted]C[redacted]

Good morning John,

Upon review of this file I notice that the repair orders from Pacific BMW are under the name of KST Auto Body. In addition , the dealer advised me that the car has been in an automobile accident. I also don't see anything to indicate this car meets presumption for a buy back at this time. Please advise.

Regards,
Elaine

Activity Status:	Done	Activity Updated:	1/7/08 09:50AM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/7/08 09:11AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	per AMM deny request-see note		

Note Created: 1/7/08 09:12AM	Note Created By: Young, Elaine	Note Type: Field Interaction

From: Zapcic Shane, V4-US-V-3-A
Sent: Friday, January 04, 2008 7:49 PM
To: Young Elaine, (T)
Cc: Kumar Richard, V4-US-V-37; Barseqyan Gary, V4-US-A-24
Subject: RE: Critical[redacted]C[redacted]-Pacific BMW-2006 530i

Hello Elaine.

Please deny this request. The only true defects are the SZL campaigns and 1 SRS repair. Please note: the vehicle has excessive mileage, the customer most likely broke off the parking prawl in the trans and it was goodwilled, now the vehicle has been wrecked and they are requesting a repurchase.

Gary: Please have this VIN flagged. I am sure it will return.

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:	1/7/08 09:57AM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/7/08 09:57AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent atty denial ltr		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/8/08 12:44PM
Activity Type	General	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	1/8/08 12:44PM	Email To:	
Activity Created By:	Murphy-McNamara, Melissa		
Activity Description:	FED EX: Tracking #7992 5063 6133. ETA: 1/10/08		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200800204343

Customer

[redacted]:
[redacted]
Apt C
Arcadia, CA 910077468

Service Request

Service Request #:	200800204343
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/2/08 05:23PM
Created By:	Cumella, Anthony
Rep Assigned:	Cumella, Anthony
Date Assigned:	1/2/08 05:23PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/2/08 05:27PM
Close Rep:	Cumella, Anthony
Issue Note:	cust inq what anti theft systems the veh has.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	9/27/07 12:00AM
In Service Date:	9/27/07 12:00AM
Production Date:	7/19/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Telephone/Communication S	8413	SOS/BMW Assist
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
adv of SOS anti theft and fuel system. Adv of alarm system accessories that can be bought

Attachments

File Name	Comments

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Customer Service Request Detail # 200800204343

Activity Status:	Done	Activity Updated:	1/2/08 05:25PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/2/08 05:25PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	cust inq what anti theft systems the veh has.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200800400829

Customer

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

Service Request

Service Request #:	200800400829
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/4/08 10:51AM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	1/4/08 10:51AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/4/08 10:55AM
Close Rep:	Hawley, Darlene
Issue Note:	Other

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525i
Mileage:	
Sale:	5/29/08 12:00AM
In Service Date:	2/27/06 12:00AM
Production Date:	1/18/06 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
sent options information

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	1/4/08 10:52AM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	jsesar@hotmail.com
Activity Created:	1/4/08 08:38AM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:

From [redacted]
Subject: Other

VIN: WBANE535X6C[redacted]
ModelYear: 2006
MfgNme: BMW
ModelNme: 525i

ContactBy: Email
ContactPhone: ([redacted]
ContactTime:
email [redacted]
Comments: I have ordered a new 528i for European Delivery scheduled on 2/29/08. What are my options for this car? Waht are the costs?

Thanks
[redacted]

CustomerNo: 1203380
AccountId: 1961305
firstName: [redacted]

UserName: [redacted]
formid: 1001
Vins: WBANE535X6C[redacted]

Activity Status:	Done	Activity Updated:	1/4/08 10:55AM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	[redacted]
Activity Created:	1/4/08 08:49AM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200800400829

From [redacted]
Subject: Other

VIN: WBANE535X6C[redacted]
ModelYear: 2006
MfgNme: BMW
ModelNme: 525i

ContactBy: Email
ContactPhone: [redacted]
ContactTime:
email [redacted]
Comments: I have ordered a new 528i for European Delivery scheduled on 2/29/08. What are my options for this car? Waht are the costs?

Thanks
[redacted]

CustomerNo: 1203380
AccountId: [redacted]
firstName: [redacted]

UserName [redacted]
formid: 1001
Vins: WBANE535X6C[redacted]

Activity Status:	Done	Activity Updated:	1/4/08 10:55AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/4/08 10:52AM	Email To:	[redacted]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Other [1-677599758]		

Note Created:	Note Created By:	Note Type:

Dear Mr[redacted]

Thank you for contacting BMW of North America, LLC regarding the options on your upcoming BMW 5 Series. Congratulations on your BMW order.

If you would like to learn more about the options on your vehicle, please contact your authorized BMW center. Because our network of BMW centers are responsible for all aspects of their sales transactions, you will find the most up to date information regarding specific vehicle options and equipment through your authorized center. You may locate any BMW center in the United States on our website, www.bmwusa.com/dealers, by zip code, distance, or state. I hope this information is helpful.

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: 1/4/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From:[redacted]
Subject: Other

VIN: WBANE535X6C[redacted]
ModelYear: 2006
MfgNme: BMW
ModelNme: 525i

ContactBy: Email
ContactPhone: [redacted]
ContactTime:
email[redacted]
Comments: I have ordered a new 528i for European Delivery scheduled on 2/29/08. What are my options for this car? Waht are the costs?

Thanks.
[redacted]
CustomerNo: 1203380
AccountId:[redacted]
firstName:[redacted]
formId: 1001
Vins: WBANE535X6C[redacted]

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Customer Service Request Detail # 200801100104

Customer

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

Service Request

Service Request #:	200801100104
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/11/08 08:53AM
Created By:	Edgin, Jennifer
Rep Assigned:	Edgin, Jennifer
Date Assigned:	1/11/08 08:53AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/11/08 09:22AM
Close Rep:	Edgin, Jennifer
Issue Note:	Airbags on 528xi

Vehicle

Chassis # (US):	E [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi Sedan
Mileage:	
Sale:	7/31/07 12:00AM
In Service Date:	7/31/07 12:00AM
Production Date:	4/5/07 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 PROTECTIC

Solution Notes

Solution
Writer adv'd cust of airbags included in vehicle.

Attachments

File Name	Comments

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Customer Service Request Detail # 200801100104

Activity Status:	Done	Activity Updated:	1/11/08 09:22AM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	kmacsys@aol.com
Activity Created:	1/11/08 05:09AM	Email To:	<occomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Airbags on 528xi		

Note Created:	Note Created By:	Note Type:

formid: 1002

Comments: Could you please tell me if there are airbags in the 528xi, my insurance company said it doesn't come up when veiwing the specs.
Thank you
phone: [redacted]
AccountNo:
VIN: WBANV135X8B[redacted]

From: [redacted]
Subject: Airbags on 528xi

RouteCode1:
RouteCode2:
RouteCode3:

Section: Owners' Comments
ModelYear: 2008
MfgNme: BMW
ModelNme: 528xi

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

address1: [redacted]
address2:
address3:
city: Haverhill
state: MA
zip: 01832
HomePhone: [redacted]
WorkPhone:
email: [redacted]
Vins: WBANV135X8B[redacted]

UserName: [redacted]
Urgency:
Regarding:
NetworkScreenName:

Activity Status:	Done	Activity Updated:	1/11/08 09:22AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Edgin, Jennifer	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/11/08 08:57AM	Email To:	kmacsys@aol.com
Activity Created By:	Edgin, Jennifer		
Activity Description:	RE: Airbags on 528xi [1-681249462]		

Note Created:	Note Created By:	Note Type:

Dear Ms. [redacted]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW 528xi and airbags. We appreciate and share your concern for safety!

Your 5 series is equipped with BMW's Advanced Safety System. This system helps provide the most effective and efficient use of devices, such as front-impact airbags and front-door-mounted side-impact airbags. Your vehicle includes driver's and passenger's front airbag supplemental restraint system with advanced technology: dual-threshold, dual-stage deployment, front-passenger seat sensors designed to prevent unnecessary airbag deployment, the front- and rear-seat Head Protection System, and front-seat side-impact airbags. Additionally, rear-seat side-impact airbags and automatic pretensioners on rear outboard safety belts, were an optional choice. Additional safety information can be found on our website, 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 7403. Again, thank you for contacting BMW.

Sincerely,

Jen Edgin
Customer Relations and Services
Representative

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

From: k[redacted]
Sent: 1/11/2008 12:00:00 AM
To: <occomments@bmwusa.com>
Subject: Airbags on 528xi

formid: 1002

Comments: Could you please tell me if there are airbags in the 528xi, my insurance company said it doesn't come up when veiwing the specs.
Thank you.
phone: [redacted]
AccountNo:
...

	... VIN: WBANV135X8BZ[redacted] From:[redacted] Subject: Airbags on 528xi RouteCode1: RouteCode2: RouteCode3: Section: Owners' Comments ModelYear: 2008 MfgNme: BMW ModelNme: 528xi firstName:[redacted] ContactBy: Email ContactPhone:[redacted] ContactTime: address1:[redacted] address2: address3: city: Haverhill state: MA [redacted] HomePhone:[redacted] WorkPhone: email:[redacted] Vins: WBANV135X8B[redacted] UserName:[redacted] Urgency: Regarding: NetworkScreenName:

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Customer Service Request Detail # 200802101709

Customer

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

Service Request

Service Request #:	200802101709
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/21/08 12:01PM
Created By:	Cavin, Doug
Rep Assigned:	Cavin, Doug
Date Assigned:	1/21/08 12:01PM
Assigned Dealer:	
Identified Dealer:	Vista Motor Company
Date Resolved:	
Resolve Rep:	
Date Closed:	1/21/08 12:02PM
Close Rep:	Cavin, Doug
Issue Note:	AIRBAG-psgr side airbag fault on, wrtr referred to center for review. Not able to fix over phone

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525i
Mileage:	43,000
Sale:	3/15/06 12:00AM
In Service Date:	3/15/06 12:00AM
Production Date:	1/27/06 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	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
AIRBAG-psgr side airbag fault on, wrtr referred to center for review. Not able to fix over phone

Attachments

File Name	Comments

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Customer Service Request Detail # 200802101709

Activity Status:	Done	Activity Updated:	1/21/08 12:02PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/21/08 12:01PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	AIRBAG-psgr side airbag fault on, wrtr referred to center for review. Not able to fix over phone		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200803203515

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Rancho Santa Margarita, CA[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	1/2/08 12:00AM
In Service Date:	1/2/08 12:00AM
Production Date:	11/6/07 12:00AM

Service Request

Service Request #:	200803203515
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/1/08 05:01PM
Created By:	Howarth, Sarah
Rep Assigned:	Howarth, Sarah
Date Assigned:	2/1/08 05:01PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/1/08 05:01PM
Close Rep:	Howarth, Sarah
Issue Note:	cust not happy that the shortcut to toggle between AM & FM radio is gone

Code Descriptions

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

Solution Notes

Solution
Advsd cust I would document his complaint.

Attachments

File Name	Comments

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Customer Service Request Detail # 200803203515

Activity Status:	Done	Activity Updated:	2/1/08 05:01PM
Activity Type	Customer Interaction	Activity Updated By:	Howarth, Sarah
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	2/1/08 05:01PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	cust not happy that the shortcut to toggle between AM & FM radio is gone		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200803501820

Customer

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

Service Request

Service Request #:	200803501820
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/4/08 12:39PM
Created By:	Harris, Ryan
Rep Assigned:	Harris, Ryan
Date Assigned:	2/4/08 12:39PM
Assigned Dealer:	International Autos
Identified Dealer:	International Autos
Date Resolved:	
Resolve Rep:	
Date Closed:	2/4/08 01:37PM
Close Rep:	Harris, Ryan
Issue Note:	cust states iDrive screen has gone out multiple times. Cust states he'd like to have issue fixed.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	22,000
Sale:	7/21/06 12:00AM
In Service Date:	7/21/06 12:00AM
Production Date:	5/4/06 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Left VM for SM Dennis to have shop foreman involved in the repair. Closed pending callback.

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	2/4/08 12:45PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/4/08 12:41PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states veh in 4 or 5 times. Cust states his wife will set appt at dealer. Writer will follow up with SM about shop foreman seeing veh.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/08 12:49PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/4/08 12:49PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for SM Dennis to have shop foreman involved in the repair.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/4/08 01:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/4/08 01:35PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Dennis left VM stating they've only seen the vehicle once. He states he'd be happy to see the vehicle.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200803803905

Customer

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

Service Request

Service Request #:	200803803905
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/7/08 06:52PM
Created By:	Fitzgibbons, Jeff
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	2/7/08 06:52PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/7/08 06:53PM
Close Rep:	Fitzgibbons, Jeff
Issue Note:	radio did not shut down when engine turned off

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	11/30/06 12:00AM
In Service Date:	11/30/06 12:00AM
Production Date:	3/17/06 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
Advised to allow shutdown period (20min) and then retry to operate function/feature. If problem persists, contact center for repair effort under warranty.

Attachments

File Name	Comments

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Customer Service Request Detail # 200803803905

Activity Status:	Done	Activity Updated:	2/7/08 06:52PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	2/7/08 06:52PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	radio did not shut down when engine turned off		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200805102394

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525i
Mileage:	30,000
Sale:	3/31/06 12:00AM
In Service Date:	3/31/06 12:00AM
Production Date:	2/22/06 12:00AM

Service Request

Service Request #:	200805102394
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/20/08 02:57PM
Created By:	Harris, Ryan
Rep Assigned:	Mazanec, Carrie
Date Assigned:	2/20/08 03:01PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/25/08 04:31PM
Close Rep:	Mazanec, Carrie
Issue Note:	Cust's wife states veh was involved in a rear end accident. CCI to see why airbags didn't go off.

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
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

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Customer Service Request Detail # 200805102394

Activity Status:	Done	Activity Updated:	2/20/08 03:01PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/20/08 02:58PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust's wife states she wants to know why not. Cust's wife states vehicle has already been repaired at a non-BMW dealer.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200805103063

Customer

Name:	Mr[redacted]
Preferred Communication Method:	Cell Phone
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Ponte Vedra, FL[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	
Sale:	12/14/07 12:00AM
In Service Date:	12/14/07 12:00AM
Production Date:	10/23/07 12:00AM

Service Request

Service Request #:	200805103063
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/20/08 04:40PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	2/20/08 04:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/20/08 04:41PM
Close Rep:	Labatzky, Karen
Issue Note:	radio isn't coming on

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
Since calling via BMW assist, suggested he hang up and try to change the audio to FM. If doesn't work, try turning of car for about 10 minutes. if still doesn't work, can call us , try to call w/o using BT and if that doesn't work, go to dealer.

Attachments

File Name	Comments

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Customer Service Request Detail # 200805103063

Activity Status:	Done	Activity Updated:	2/20/08 04:40PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	2/20/08 04:40PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	radio isn't coming on		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200805700447

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	
Home #:	[redacted]
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	Delray Beach, FL[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	2/27/07 12:00AM
In Service Date:	2/27/07 12:00AM
Production Date:	2/1/07 12:00AM

Service Request

Service Request #:	200805700447
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/26/08 09:24AM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	2/26/08 09:24AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/26/08 09:25AM
Close Rep:	Coil, Jarrod
Issue Note:	cci seeking asst with turning radio on

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 on turning on radio, cust on Assist and could not walk cust through steps

Attachments

File Name	Comments

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Customer Service Request Detail # 200805700447

Activity Status:	Done	Activity Updated:	2/26/08 09:24AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/26/08 09:24AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking asst with turning radio on		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200805703564

Customer

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

Service Request

Service Request #:	200805703564
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/26/08 05:44PM
Created By:	Cavin, Doug
Rep Assigned:	Cavin, Doug
Date Assigned:	2/26/08 05:44PM
Assigned Dealer:	
Identified Dealer:	Fowler Motors, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	2/27/08 07:03PM
Close Rep:	Cavin, Doug
Issue Note:	CD CHANGER- cust not sure if vehicle was supposed to have it, wrtr to inv and email back.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i
Mileage:	328
Sale:	2/13/08 12:00AM
In Service Date:	2/13/08 12:00AM
Production Date:	11/14/07 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
wrtr cld for follow up, rfrd to dealer installed options

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	2/26/08 05:47PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	2/26/08 05:46PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	CD CHANGER- cust not sure if vehicle was supposed to have it, wrtr to inv and email back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/27/08 07:03PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	2/27/08 07:03PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr cld for follow up, rfrd to dealer installed options		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200805803314

Customer

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

Service Request

Service Request #:	200805803314
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/27/08 04:15PM
Created By:	Klinger, Molly
Rep Assigned:	Klinger, Molly
Date Assigned:	2/27/08 04:15PM
Assigned Dealer:	Ferman BMW
Identified Dealer:	Ferman BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/29/08 10:18AM
Close Rep:	Klinger, Molly
Issue Note:	cust sttd that an airbag part was ordered incorrectly.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	10/1/07 12:00AM
In Service Date:	10/1/07 12:00AM
Production Date:	9/7/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
writer called 4 times. Ferman is getting ETA on part very soon and will try to help with transportation.

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	2/27/08 04:23PM
Activity Type	Customer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/27/08 04:20PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	cust sttd that an airbag part was ordered incorrectly.		

Note Created: 2/27/08 04:20PM	Note Created By: Klinger, Molly	Note Type: Customer Interaction

cust sttd that his vehicle was taken to Ferman's body shop 60 days ago for body work after an accident. cust sttd after all the work was done there was some additional airbag/dashboard work that was needed. Cust sttd that the airbag # was listed wrong in the catalog so the wrong part came in and there is no ETA for the new part. cust sttd that now the vehicle is sitting in Ferman's service dept and he hasn't had a vehicle for over 30 days.

Activity Status:	Done	Activity Updated:	2/27/08 05:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/27/08 05:13PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer l/m for SM John		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/28/08 12:43PM
Activity Type	Dealer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/28/08 12:43PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	John sttd that he is waiting on ETA from parts should hear something today. will try to help the customer some way.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/28/08 04:29PM
Activity Type	General	Activity Updated By:	Klinger, Molly
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	2/28/08 01:59PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 2/28/08 01:59PM	Note Created By: NET, DCS	Note Type: Dealer Interaction

Viewed Service Request information: Dealer 49134 on Thu Feb 28 13:59:19 EST 2008

Activity Status:	Done	Activity Updated:	2/28/08 04:09PM
Activity Type	Customer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/28/08 04:09PM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer called 3 times and everytime someone would pick up and hang up		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/29/08 10:17AM
Activity Type	Customer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/29/08 10:17AM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer called again and someone picked up and sat there and then hung up.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807104299

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	
Sale:	2/28/08 12:00AM
In Service Date:	2/28/08 12:00AM
Production Date:	10/30/07 12:00AM

Service Request

Service Request #:	200807104299
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/11/08 06:20PM
Created By:	Fitzgibbons, Jeff
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	3/11/08 06:20PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/11/08 06:23PM
Close Rep:	Fitzgibbons, Jeff
Issue Note:	can you load multiple cds into in-dash 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
Provided caller with technical instructions for understanding/utilizing vehicle's features.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807104299

Activity Status:	Done	Activity Updated:	3/11/08 06:23PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	3/11/08 06:23PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	can you load multiple cds into in-dash system?		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807201227

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	3,000
Sale:	11/19/07 12:00AM
In Service Date:	11/19/07 12:00AM
Production Date:	10/10/07 12:00AM

Service Request

Service Request #:	200807201227
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/12/08 11:29AM
Created By:	Bobo, DeAnne
Rep Assigned:	Mazanec, Carrie
Date Assigned:	3/12/08 11:37AM
Assigned Dealer:	
Identified Dealer:	Park Avenue BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 09:20AM
Close Rep:	Mazanec, Carrie
Issue Note:	Cust stts she was involved in an accident and airbags didnt deploy

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
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807201227

Activity Status:	Done	Activity Updated:	3/12/08 11:35AM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	3/12/08 11:30AM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Cust stts she was involved in an accident and airbags didnt deploy		

Note Created: 3/12/08 11:30AM	Note Created By: Bobo, DeAnne	Note Type: Customer Interaction

Cust stts that she was driving around 25 mph when someone ran stop sign and hit right rear fender. Custs veh fishtailed, hit curb and cust ran up on a lawn hitting the front porch. Cust stts that there no airbags deployed on the vehicle and cust was injured. Cust was injured she stts that she is wating on MRI results and there is a fracture of her lumbar region and neck. Cust wants to know why airbags didnt deploy. Writer offered to forward info on to our coorporate office and advised cust that someone would be in contact with her within 48-72 business hours. Cust can be reached @ [redacted]

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Customer Service Request Detail # 200807202362

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	10/25/06 12:00AM
In Service Date:	10/25/06 12:00AM
Production Date:	9/12/06 12:00AM

Service Request

Service Request #:	200807202362
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/12/08 02:20PM
Created By:	Davis, Allison
Rep Assigned:	Davis, Allison
Date Assigned:	3/12/08 02:20PM
Assigned Dealer:	
Identified Dealer:	BMW of Dallas
Date Resolved:	
Resolve Rep:	
Date Closed:	3/12/08 02:23PM
Close Rep:	Davis, Allison
Issue Note:	Cust inquiring as to what airbag light is indicating. Light is red.

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
Spoke with dlr, adv to try to set up appt for cust within lunch time hours and send email confirm to cust regarding appt.

Attachments

File Name	Comments

Customer Service Request Detail # 200807202362

Activity Status:	Done	Activity Updated:	3/12/08 02:20PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	3/12/08 02:20PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Cust inquiring as to what airbag light is indicating. Light is red.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/08 02:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	3/12/08 02:21PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr called dlr to set appt for cust this week during lunch. requested to send email to cust regarding appt confirm.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807203330

Customer

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

Service Request

Service Request #:	200807203330
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/12/08 04:46PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	3/12/08 04:46PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/12/08 04:48PM
Close Rep:	Coil, Jarrod
Issue Note:	cci seeking tech info on iPod, Flash Drive, Bluetooth phones

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i
Mileage:	
Sale:	6/22/07 12:00AM
In Service Date:	6/22/07 12:00AM
Production Date:	4/26/07 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
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Telephone/Communication S	8460	BLUETOOTH TELEPHONE

Solution Notes

Solution
adv cust on various questions in regards to USB port and ipods. writer discussed Bluetooth technology and approved phones.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807203330

Activity Status:	Done	Activity Updated:	3/12/08 04:48PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	3/12/08 04:46PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking tech info on iPod, Flash Drive, Bluetooth phones		

Note Created: 3/12/08 04:47PM	Note Created By: Coil, Jarrod	Note Type: Customer Interaction

adv cust on various questions in regards to USB port and ipods. writer discussed Bluetooth technology and approved phones.

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Customer Service Request Detail # 200807304620

Customer

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

Service Request

Service Request #:	200807304620
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/13/08 08:23PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Bogdanovitch, Jason
Date Assigned:	3/13/08 08:23PM
Assigned Dealer:	
Identified Dealer:	Camp BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 08:25PM
Close Rep:	Bogdanovitch, Jason
Issue Note:	CD will not eject.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi
Mileage:	
Sale:	8/11/06 12:00AM
In Service Date:	8/11/06 12:00AM
Production Date:	6/27/06 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
customer will contact Camp BMW.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807304620

Activity Status:	Done	Activity Updated:	3/13/08 08:24PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/13/08 08:23PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	CD will not eject.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807701077

Customer

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

Service Request

Service Request #:	200807701077
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/17/08 10:30AM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	3/17/08 10:30AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/17/08 10:31AM
Close Rep:	Ellis, Jeremy
Issue Note:	Provided info on ipod adapter/USB vs dlr installed unit.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i
Mileage:	
Sale:	5/9/06 12:00AM
In Service Date:	5/9/06 12:00AM
Production Date:	4/5/06 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 info on ipod adapter/USB vs dlr installed unit.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807701077

Activity Status:	Done	Activity Updated:	3/17/08 10:31AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/17/08 10:31AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Provided info on ipod adapter/USB vs dlr installed unit.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807703357

Customer

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

Service Request

Service Request #:	200807703357
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/17/08 02:56PM
Created By:	Sabo, Melinda
Rep Assigned:	Sabo, Melinda
Date Assigned:	3/17/08 02:56PM
Assigned Dealer:	Century West BMW
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/24/08 04:51PM
Close Rep:	Sabo, Melinda
Issue Note:	Warranty Issue: Repeat Repairs on Airbag Sensor (SRS light)

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	11,000
Sale:	10/10/06 12:00AM
In Service Date:	10/10/06 12:00AM
Production Date:	7/28/06 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 PROTECTIC

Solution Notes

Solution
Warranty is voided for seat-related issues. ServMng Tommy Hall to call cust and discuss further
Warranty is voided for seat-related issues. ServMng Tommy Hall to call cust and discuss further

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	3/17/08 03:07PM
Activity Type	Customer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/17/08 02:59PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Cust stts he has taken his veh. in 3 times for an airbag sensor issue.>		

Note Created: 3/17/08 03:04PM | Note Created By: Sabo, Melinda | Note Type: Customer Interaction

Cust. stts the follow re: the repair attempts.:
1>mat sensor replaced
2>code reset
3>(after only 30 miles) reset code
Cust. stts.that he was told his veh was reviewed by the regional rep and that the reg. rep has denied warranty coverage for the last repair. Cust stts that he pd $272.00. Cust wants an explination and also wants his money refunded. Cust stts he was told that his seat is broken and this is why there is no warranty coverage for the repair.
Writer promised to research and call cust back.

Activity Status:	Done	Activity Updated:	3/17/08 03:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/17/08 03:08PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer lm for ServMng Tommy Hall asking for a cb to discuss case.		

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

Activity Status:	Done	Activity Updated:	3/17/08 04:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/17/08 04:22PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer received cb from ServMng Tommy Hall sttd. that they have seen veh. twice for airbag/seat issue. Tommy stts.>		

Note Created: 3/17/08 04:23PM | Note Created By: Sabo, Melinda | Note Type: Dealer Interaction

Tommy stts. that theier FTE deemed the seat to be broken due to outside influence due to a broken seal. Tommy left 3 of [redacted]

Activity Status:	Done	Activity Updated:	3/17/08 04:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/17/08 04:29PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer lm for ServMng Tommy @ Century West asking him to reach out to cust. to explain FTE decision.		

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

Activity Status:	Done	Activity Updated:	3/17/08 05:12PM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/17/08 05:12PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer receieved vm from ServMng Tommy sttd. he will call cust this PM & explain the FTE assessment of the veh.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/18/08 01:13PM
Activity Type	Customer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/18/08 01:11PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer sw cust. and explained that he can expect a call from ServMng. Tommy.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/18/08 01:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/18/08 01:13PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer lm for Tommy sttd that the cust is expecting his call.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/20/08 11:23AM
Activity Type	SR Re-opened	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/20/08 11:23AM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer received vm from cust sttd he still has not received a call from Tommy.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/20/08 11:27AM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/20/08 11:27AM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer lm for ServMng Tommy asking for an update on phone call to cust.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/21/08 08:59AM
Activity Type	Dealer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/21/08 08:59AM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer received vm from ServMng Tommy sttding that he left a msg for cust on Wed. and again on Thurs.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/24/08 04:50PM
Activity Type	Customer Interaction	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	3/24/08 04:50PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	Writer sw cust. Cust stts he sw Tommy but that he was dissapointed Tommy will not be refunding money.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200807904741

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	
Sale:	3/13/07 12:00AM
In Service Date:	3/13/07 12:00AM
Production Date:	2/2/07 12:00AM

Service Request

Service Request #:	200807904741
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/19/08 07:55PM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	3/19/08 07:55PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/19/08 07:58PM
Close Rep:	Ellis, Jeremy
Issue Note:	Alarm malfunction / referred to dlr to correct. Offered RA to tow 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
Alarm malfunction / referred to dlr to correct. Offered RA to tow vehicle.

Attachments

File Name	Comments

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Customer Service Request Detail # 200807904741

Activity Status:	Done	Activity Updated:	3/19/08 07:57PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/19/08 07:57PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Alarm malfunction / referred to dlr to correct. Offered RA to tow vehicle.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200808004489

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	5/1/06 12:00AM
In Service Date:	5/1/06 12:00AM
Production Date:	3/30/06 12:00AM

Service Request

Service Request #:	200808004489
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/20/08 07:13PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Bogdanovitch, Jason
Date Assigned:	3/20/08 07:13PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/20/08 07:14PM
Close Rep:	Bogdanovitch, Jason
Issue Note:	airbag light

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 PROTECTIC

Solution Notes

Solution
advised to get things off the seat. She did and light went off.

Attachments

File Name	Comments

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Customer Service Request Detail # 200808004489

Activity Status:	Done	Activity Updated:	3/20/08 07:13PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/20/08 07:13PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	airbag light		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200808102817

Customer

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

Service Request

Service Request #:	200808102817
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/21/08 03:10PM
Created By:	Greer, Ryan
Rep Assigned:	Greer, Ryan
Date Assigned:	3/21/08 03:10PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/21/08 03:12PM
Close Rep:	Greer, Ryan
Issue Note:	Cci for assistance turning off pass side air bag

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i
Mileage:	
Sale:	6/8/07 12:00AM
In Service Date:	6/8/07 12:00AM
Production Date:	4/25/07 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	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
advised customer that pass. side airbag will not light up with a smaller passenger in seat

Attachments

File Name	Comments

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Customer Service Request Detail # 200808102817

Activity Status:	Done	Activity Updated:	3/21/08 03:12PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/21/08 03:12PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	Cci for assistance turning off pass side air bag		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200808702333

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi
Mileage:	
Sale:	12/9/06 12:00AM
In Service Date:	12/9/06 12:00AM
Production Date:	11/10/06 12:00AM

Service Request

Service Request #:	200808702333
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/27/08 01:20PM
Created By:	Daniels, Dominic
Rep Assigned:	Daniels, Dominic
Date Assigned:	3/27/08 01:20PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/27/08 01:24PM
Close Rep:	Daniels, Dominic
Issue Note:	cust asked if rear side airbag should be deactivated if child in child seat sit in back seat of veh

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
writer advised cust as long as child is in safety seat recommended for their age, size and weight and properly positioned in rear seat then rear side airbags would not need to be deactivated.

Attachments

File Name	Comments

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Customer Service Request Detail # 200808702333

Activity Status:	Done	Activity Updated:	3/27/08 01:22PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	3/27/08 01:21PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	cust asked if rear side airbag should be deactivated if child in child seat sit in back seat of veh		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200809100540

Customer

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

Service Request

Service Request #:	200809100540
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/31/08 09:48AM
Created By:	Hanson, Jay
Rep Assigned:	Hanson, Jay
Date Assigned:	4/3/08 03:33PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/7/08 08:51AM
Close Rep:	Hanson, Jay
Issue Note:	Customer claims inadvertant airbag deployment

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	
Sale:	12/17/07 12:00AM
In Service Date:	12/17/07 12:00AM
Production Date:	10/5/07 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 PROTECTIC

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.
Wttr gave cust Tom Purves name per request
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	3/31/08 09:50AM
Activity Type	General	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	3/31/08 09:49AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Customer claims inadvertant airbag deployment		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/31/08 01:42PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	3/31/08 01:42PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	cust requested President name.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/1/08 11:30AM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	4/1/08 11:30AM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	No one was on line.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/3/08 03:34PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	4/3/08 03:34PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Dealer called in to speak with Jay, wtr advsd not avail. and transferred to Jay's VM		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200809501972

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi
Mileage:	
Sale:	10/19/07 12:00AM
In Service Date:	2/2/07 12:00AM
Production Date:	11/3/06 12:00AM

Service Request

Service Request #:	200809501972
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/4/08 01:05PM
Created By:	Miller, Dan
Rep Assigned:	Miller, Dan
Date Assigned:	4/4/08 01:05PM
Assigned Dealer:	
Identified Dealer:	BMW of Towson
Date Resolved:	
Resolve Rep:	
Date Closed:	4/4/08 01:07PM
Close Rep:	Miller, Dan
Issue Note:	cci - radio station was stuck on 1 channel.

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
wtrr adv cust to turn radio off, car off and switch to other modes and nothing helped.

Attachments

File Name	Comments

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Customer Service Request Detail # 200809501972

Activity Status:	Done	Activity Updated:	4/4/08 01:07PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	4/4/08 01:07PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci - radio station was stuck on 1 channel.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200809800878

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	
Sale:	3/31/08 12:00AM
In Service Date:	3/31/08 12:00AM
Production Date:	2/18/08 12:00AM

Service Request

Service Request #:	200809800878
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/7/08 10:23AM
Created By:	Collins, Dan
Rep Assigned:	Collins, Dan
Date Assigned:	4/7/08 10:23AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/7/08 10:26AM
Close Rep:	Collins, Dan
Issue Note:	cust inquiring if product info CDs still come with new car

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 cust cd no longer given out

Attachments

File Name	Comments

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Customer Service Request Detail # 200809800878

Activity Status:	Done	Activity Updated:	4/7/08 10:26AM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	4/7/08 10:25AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring if product info CDs still come with new car		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200809801905

Customer

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

Service Request

Service Request #:	200809801905
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/7/08 12:40PM
Created By:	Harris, Ryan
Rep Assigned:	Harris, Ryan
Date Assigned:	4/7/08 12:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/7/08 12:42PM
Close Rep:	Harris, Ryan
Issue Note:	Cust states the iDrive system has died on him twice. Cust states it resets after restarting the veh.

Vehicle

Chassis # (US):	CT14310
Chassis # (Non - US):	
Year:	2008
Model:	528i
Mileage:	
Sale:	1/25/08 12:00AM
In Service Date:	1/25/08 12:00AM
Production Date:	12/18/07 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Writer advised cust to bring the veh in the next time it has an issue. Writer advised if the iDrive is working properly, the dealer may not be able to find an issue.

Attachments

File Name	Comments

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Customer Service Request Detail # 200809801905

Activity Status:	Done	Activity Updated:	4/7/08 12:41PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/7/08 12:40PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states the iDrive system has died on him twice. Cust states it resets after restarting the veh. Cust states the veh has not been to a dealer.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200809803104

Customer

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

Service Request

Service Request #:	200809803104
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/7/08 03:21PM
Created By:	Vlaovich, Leonora
Rep Assigned:	Paletta, Eileen
Date Assigned:	4/7/08 03:23PM
Assigned Dealer:	
Identified Dealer:	VOB Auto Sales
Date Resolved:	
Resolve Rep:	
Date Closed:	5/2/08 04:50PM
Close Rep:	Paletta, Eileen
Issue Note:	Cst has repeat problems w/NAV screen, radio, CD.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i
Mileage:	32,000
Sale:	3/30/06 12:00AM
In Service Date:	3/30/06 12:00AM
Production Date:	3/3/06 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Replaced TCU unit and updated software...cust very pleased

Attachments

File Name	Comments
[redacted]Internal F	

Activity Status:	Done	Activity Updated:	4/7/08 03:22PM
Activity Type	General	Activity Updated By:	Vlaovich, Leonora
Activity Assigned To:	Vlaovich, Leonora	Email From:	
Activity Created:	4/7/08 03:22PM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Cst has repeat problems w/NAV screen, radio, CD.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Paletta, Eileen
Activity Created:	4/8/08 05:41PM
Activity Created By:	Paletta, Eileen
Activity Description:	Left Vmail for cust at office.
Activity Updated:	4/8/08 05:41PM
Activity Updated By:	Paletta, Eileen
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/9/08 11:26AM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/9/08 11:12AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Cust called. States VOB has been svcing car and "rates them as fabulous." States ongoing issues with Nav and I drive knob. SEE NOTE		

Note Created: 4/9/08 11:14AM	Note Created By: Paletta, Eileen	Note Type: Customer Interaction

Cust states they have replaced CPU and entire screen. Cust has spoken to SM, Brian Blakeslee, and stated that Brian informed him he has seen this issue on other vehicles and hopes to find an answer for him in the next 2-3 weeks after he attends mtg in Florida. Cust states Brian informed him to turn car off, key out, and count to 10 seconds for system to reset himself. Cust states screen will go black, or sometimes stays on without sound from radio or CD, or system stays on satellite radio and will not respond, and I controller does nothing--just spins. Cust states that sometimes system resets itself and that system has now been working ok for last three weeks. Cust states he would like issue totally corrected. Cust states he has owned 5-6 BMWs--last was a private 7 Series purchase.

Activity Status:	Done	Activity Updated:	4/10/08 02:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/10/08 02:00PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Left Vmail for Brian, SM at VOB		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/11/08 05:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/10/08 04:32PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Brian left Vmail stating that he reached out to Cust 3 weeks ago and cust never called him back. SEE NOTE		

Note Created: 4/10/08 04:32PM	Note Created By: Paletta, Eileen	Note Type: Dealer Interaction

Bob stated he wants to look at veh again to see if it needs a reboot or a CPU and that we may want to get RTE involved.

Activity Status:	Done	Activity Updated:	4/15/08 09:47AM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/15/08 09:47AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Left Vmail for cust stating I am awaiting info		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/15/08 01:28PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/15/08 10:17AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail to Scott Zipfel -- see note		

Note Created: 4/15/08 10:18AM	Note Created By: Paletta, Eileen	Note Type: Field Interaction

Customer Service Request Detail # 200809803104

From: Paletta Eileen, V2-US-A-51
Sent: Tuesday, April 15, 2008 10:17 AM
To: Zipfel Scott, V2-US-V-17
Subject: Robert [redacted] /VIN C[redacted] /2007 550i/VOB/Nav System

Hi Scott ~

Re: [redacted]
VIN C[redacted]
2007 550i 32,000 miles
VOB
DAVIS = 31 Days
Nav System

Cust states he has experienced problems with the nav system, radio, and CD since purchasing the veh. Cust states VOB has replaced CPU and issues still continue. He states that SM, Brian Blakeslee, informed him to turn car off, key out, and count to 10 seconds for system to reset itself. Cust states screen will go black, or sometimes stays on without sound from radio or CD, or system stays on satellite radio and will not respond, and I controller does nothing--just spins. Cust states that sometimes system resets itself and that VOB has tried to repair problem many times and he now wants issue totally corrected.

I spoke to Brian Blakeslee and he said hed like to look at the veh again to see if it needs a reboot or a CPU and that we may want to get RTE involved. Brian said he called customer approx. 3 weeks ago and cust did not return call. Cust has since written to Customer Relations (see attached).

Please advise next steps.

Thanks,
Eileen

Eileen C. Paletta
BMW of North America, LLC

Activity Status:	Done	Activity Updated:	4/15/08 01:28PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/15/08 01:27PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail from Scott, with cc to Juan Garcia...see note		

Note Created: 4/15/08 01:28PM Note Created By: Paletta, Eileen Note Type: Field Interaction

-----Original Message-----
From: Zipfel Scott, V2-US-V-17
Sent: Tuesday, April 15, 2008 1:22 PM
To: Paletta Eileen, V2-US-A-51
Cc: Garcia Juan, V2-US-V-1-A
Subject: Re: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

Hi Eileen,
I would also recommend that our RTE Juan is involved in this repair attempt.

Juan have you been involved with this vehicle yet?

Scott Zipfel, AMM
BMW of North America, LLC
Aftersales Market Manager
Eastern Region, Market 15 East

Activity Status:	Done	Activity Updated:	4/18/08 01:47PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/18/08 12:44PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	f/u e-mail to Juan Garcia see note		

Note Created: 4/18/08 12:46PM Note Created By: Paletta, Eileen Note Type: Field Interaction

-----Original Message-----
From: Paletta Eileen, V2-US-A-51
Sent: Friday, April 18, 2008 12:44 PM
To: Garcia Juan, V2-US-V-1-A
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

Hi Juan ~

Following up on the e-mail below. Please advise.

Thanks,
Eileen

Eileen C. Paletta
BMW of North America, LLC
Customer Relations and Services
Eastern Region Representative

Telephone
(201) 263-8226

Activity Status:	Done	Activity Updated:	4/18/08 04:49PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/18/08 01:47PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	e-mail from Juan-- see note		

Note Created: 4/18/08 01:48PM Note Created By: Paletta, Eileen Note Type: Field Interaction

-----Original Message-----
From: Garcia Juan, V2-US-V-1-A
Sent: Friday, April 18, 2008 12:52 PM
To: Paletta Eileen, V2-US-A-51
Cc: Zipfel Scott, V2-US-V-17
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

I replied to the previous Email, but must have forgot to Cc you on it.
No, I have not been involved with this vehicle.

Activity Status:	Done	Activity Updated:	4/18/08 04:49PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/18/08 04:47PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	e-mail from Juan -- can be at VOB on 4-28 if need be....see note		

Note Created: 4/18/08 04:48PM Note Created By: Paletta, Eileen Note Type: Field Interaction

-----Original Message-----
From: Garcia Juan, V2-US-V-1-A
Sent: Friday, April 18, 2008 1:57 PM
To: Paletta Eileen, V2-US-A-51
Cc: Zipfel Scott, V2-US-V-17
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

My next visit to VOB is on Monday, April 28th.
I can inspect this vehicle on that day if needed.

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

Activity Status:	Done	Activity Updated:	4/18/08 04:48PM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/18/08 04:48PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Left Vmail for cust asking if he can make an RTE inspec for 4-28		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	4/22/08 11:21AM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:20AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail to Juan re RTE on 4-28-08 .. see note		

Note Created: 4/22/08 11:20AM Note Created By: Paletta, Eileen Note Type: Field Interaction

-----Original Message-----
From: Paletta Eileen, V2-US-A-51
Sent: Tuesday, April 22, 2008 11:20 AM
To: Garcia Juan, V2-US-V-1-A
Cc: Zipfel Scott, V2-US-V-17; Carlson Larry, V2-US-V-1-A
Subject: RE: [redacted] VIN C[redacted]/2007 550i/VOB/Nav System

Hi Juan ~

The customer is available on April 28 for the inspection at VOB; what time works for you?

Regards,
Eileen

Activity Status:	Done	Activity Updated:	4/22/08 11:21AM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:21AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Cust left Vmail on 4-21-08 stating he is available on 4-28-08 for RTE inspect.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/22/08 11:48AM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:48AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Spoke to cust...stated he already spoke to VOB and arranged loaner--dropping car off on Friday for Monday appt.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/22/08 11:57AM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:49AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail from Juan to confirm 4-28-08		

Note Created: 4/22/08 11:49AM	Note Created By: Paletta, Eileen	Note Type: Field Interaction

-----Original Message-----
From: Garcia Juan, V2-US-V-1-A
Sent: Tuesday, April 22, 2008 11:40 AM
To: Paletta Eileen, V2-US-A-51
Cc: Zipfel Scott, V2-US-V-17
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

Eileen,

Please arrange to have the customer drop off the vehicle either late Sunday or early Monday and schedule him to leave it there all day. Please communicate this information with the Service Manager so we are all in agreement.

Juan Garcia
RTE, Market 15

Activity Status:	Done	Activity Updated:	4/22/08 11:57AM
Activity Type	Dealer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:57AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Spoke to Brian, SM, at VOB to confirm 4-28 RTE inspect. (Cust has arranged for loaner car.)		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/22/08 12:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/22/08 11:58AM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail to Brian, SM, at VOB ... see note		

Note Created: 4/22/08 11:58AM	Note Created By: Paletta, Eileen	Note Type: Dealer Interaction

From: Paletta Eileen, V2-US-A-51
Sent: Tuesday, April 22, 2008 11:57 AM
To: 'bblakeslee@vobbmw.com'
Cc: Garcia Juan, V2-US-V-1-A
Subject: FW: [redacted] VIN C[redacted]/2007 550i/VOB/Nav System

Dear Brian ~

RE: [redacted] VIN C[redacted]/2007 550i/VOB/Nav System

To confirm our phone conversation of today, we have scheduled an RTE inspection for Bob Begelmans vehicle for Monday, April 28. Mr. Begelman has informed me that he has already spoken to VOB to arrange a loaner car and that he will drop off his car on Friday.

Please let me know if you have any questions or need further information.

Thank you.

Regards,
Eileen

Eileen C. Paletta
BMW of North America, LLC

Activity Status:	Done	Activity Updated:	4/28/08 02:18PM
Activity Type	General	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/28/08 02:18PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Await RTE inspection results		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/29/08 01:54PM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/29/08 01:54PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Spoke to cust..informed him I am now waiting on inspection report		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/30/08 01:43PM
Activity Type	Escalation Team	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	4/30/08 01:42PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail to Juan..see note		

Note Created: 4/30/08 01:42PM	Note Created By: Paletta, Eileen	Note Type: Escalation Team

----Original Message-----
From: Paletta Eileen, V2-US-A-51
Sent: Wednesday, April 30, 2008 1:42 PM
To: Garcia Juan, V2-US-V-1-A
Cc: Zipfel Scott, V2-US-V-17
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

Hi Juan ~

As soon as you have a moment, pls. provide me with an inspection report on this vehicle.

Thanks,
Eileen

Activity Status:	Done	Activity Updated:	5/2/08 03:49PM
Activity Type	Field Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	5/2/08 03:44PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	E-mail from Juan -- TCU has now been replaced and software updated--new software just made available 2 days prior. see note and attachment		

Note Created: 5/2/08 03:45PM | Note Created By: Paletta, Eileen | Note Type: Field Interaction

-----Original Message-----
From: Garcia Juan, V2-US-V-1-A
Sent: Friday, May 02, 2008 12:55 PM
To: Paletta Eileen, V2-US-A-51
Cc: Zipfel Scott, V2-US-V-17
Subject: RE: [redacted] VIN C[redacted] /2007 550i/VOB/Nav System

Eileen,

I have included my Internal Field report on this vehicle that I inspected on 4/28/08.
The TCU was replaced and the software was updated. The new software was first made available 2 days prior.
This should remedy the customer's concerns. The concern could not be duplicated after the repairs were made.

Juan

Activity Status:	Done	Activity Updated:	5/2/08 04:05PM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	5/2/08 04:05PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	Left Vmail for cust to relay inspec results		

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

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Customer Service Request Detail # 200809803104

Activity Status:	Done	Activity Updated:	5/2/08 04:49PM
Activity Type	Customer Interaction	Activity Updated By:	Paletta, Eileen
Activity Assigned To:	Paletta, Eileen	Email From:	
Activity Created:	5/2/08 04:49PM	Email To:	
Activity Created By:	Paletta, Eileen		
Activity Description:	SW cust...informed him of inspec results...cust very pleased with BMW and with our speed and communication		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200810103843

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	11/30/06 12:00AM
In Service Date:	11/30/06 12:00AM
Production Date:	6/26/06 12:00AM

Service Request

Service Request #:	200810103843
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/10/08 06:09PM
Created By:	Flory, Dan
Rep Assigned:	Flory, Dan
Date Assigned:	4/10/08 06:09PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/10/08 06:11PM
Close Rep:	Flory, Dan
Issue Note:	cust wanted to know how to access AM stations.

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 how to access AM stations.

Attachments

File Name	Comments

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Customer Service Request Detail # 200810103843

Activity Status:	Done	Activity Updated:	4/10/08 06:10PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	4/10/08 06:10PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	cust wanted to know how to access AM stations.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200810104543

Customer

Name:	Mr[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	El Dorado Hills, CA[redacted]

Service Request

Service Request #:	200810104543
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/10/08 08:08PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Bogdanovitch, Jason
Date Assigned:	4/10/08 08:08PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/10/08 08:09PM
Close Rep:	Bogdanovitch, Jason
Issue Note:	beeping noise 2x a day,.,

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	
Sale:	1/1/07 12:00AM
In Service Date:	1/1/07 12:00AM
Production Date:	11/13/06 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
customer will call the dealership.

Attachments

File Name	Comments

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Customer Service Request Detail # 200810104543

Activity Status:	Done	Activity Updated:	4/10/08 08:08PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/10/08 08:08PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	beeping noise 2x a day,.,		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200810703630

Customer

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

Service Request

Service Request #:	200810703630
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/16/08 04:48PM
Created By:	DiSalvo, Hank
Rep Assigned:	DiSalvo, Hank
Date Assigned:	4/16/08 04:48PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/1/08 04:30PM
Close Rep:	DiSalvo, Hank
Issue Note:	SPI...Airbag didnt deploy with serious accident

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	
Sale:	9/5/06 12:00AM
In Service Date:	9/5/06 12:00AM
Production Date:	7/14/06 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
cust never cld, closing SR pending call back

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	4/18/08 11:25AM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/16/08 04:49PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	SPI...Airbag didnt deploy with serious accident		

Note Created: 4/16/08 04:49PM	Note Created By: DiSalvo, Hank	Note Type: Customer Interaction

Customer cld to open SPI airbag case...call dropped, tried calling cust back just went to vm, i left message

Activity Status:	Done	Activity Updated:	4/18/08 11:25AM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/18/08 11:25AM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	left id vm for cust req call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/22/08 04:14PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/22/08 04:11PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cld cust		

Note Created: 4/22/08 04:11PM	Note Created By: DiSalvo, Hank	Note Type: Customer Interaction

i offered to cont discussing case so that SPI SR can be submitted...cust sd that he was busy and sd "dont worry about it, dont want to anymore"...i advsd cust it was serious case and id be happy to give him my extension so he can call me back when time is good for him to finish SR...cust sd thanks and i gave him my xtension

Activity Status:	Done	Activity Updated:	4/25/08 07:27PM
Activity Type	Corporate Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/25/08 07:27PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	waiting on possible call back		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200810703630

Activity Status:	Done	Activity Updated:	4/29/08 06:17PM
Activity Type	Corporate Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/29/08 06:16PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	still waiting on call back		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200811302441

Customer

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

Service Request

Service Request #:	200811302441
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/22/08 01:47PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	4/22/08 01:47PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/22/08 01:50PM
Close Rep:	Labatzky, Karen
Issue Note:	airbag light came

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i
Mileage:	
Sale:	7/21/07 12:00AM
In Service Date:	7/21/07 12:00AM
Production Date:	6/12/07 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
advised to tow to dealer if she wants - also try turning off car and turning back on to see if system resets

Attachments

File Name	Comments

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Customer Service Request Detail # 200811302441

Activity Status:	Done	Activity Updated:	4/22/08 01:50PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/22/08 01:48PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	indication		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200811400879

Customer

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

Service Request

Service Request #:	200811400879
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/23/08 11:32AM
Created By:	Wood, Amber
Rep Assigned:	Wood, Amber
Date Assigned:	4/23/08 11:32AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/23/08 11:34AM
Close Rep:	Wood, Amber
Issue Note:	request for technical support for radio issue

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi
Mileage:	
Sale:	10/5/06 12:00AM
In Service Date:	10/2/06 12:00AM
Production Date:	9/7/06 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
referred to dealer.

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	4/23/08 11:33AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	jasimon@us.ibm.com
Activity Created:	4/22/08 01:00PM	Email To:	CustRel2 <custrel2@internal>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:

From [redacted]
Subject: Other

VIN: WBANF33567C[redacted]
ModelYear: 2007
MfgNme: BMW
ModelNme: 525xi

ContactBy: Email
ContactPhone: [redacted]
ContactTime:
email: [redacted]
Comments: I just started having a problem with my HD radio and am wondering if I can do anything to fix it or if I need to bring it in for service. The sound quickly goes quiet when I turn it on or change the channel. I was able to get one station to play sound when I used the I controller and manually set the HD radio to off. That only worked when I remained on that particular station. As soon as I changed stations the sound went out again. Thanks, Jaks Simon
CustomerNo: 0
AccountId:
firstName: [redacted]
formId: 1001
Vins: WBANF33567C[redacted]

Activity Status:	Done	Activity Updated:	4/23/08 11:33AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	4/23/08 11:32AM	Email To:	[redacted]
Activity Created By:	Wood, Amber		
Activity Description:	RE: Other [1-742883626]		

Note Created:	Note Created By:	Note Type:

Dear Mr. [redacted]

Thank you for contacting BMW of North America, LLC regarding your 2007 BMW 525xi. We were sorry to read of the concerns you have with your vehicle's HD 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: 4/23/2008 12:00:00 AM
To: CustRel2 <custrel2@internal>
Subject: Other

From: [redacted]
Subject: Other

VIN: WBANF33567C[redacted]
ModelYear: 2007
MfgNme: BMW
ModelNme: 525xi

ContactBy: Email
ContactPhone: [redacted]
ContactTime:
email: [redacted]
Comments: I just started having a problem with my HD radio and am wondering if I can do anything to fix it or if I need to bring it in for service. The sound quickly goes quiet when I turn it on or change the channel. I was able to get one station to play sound when I used the I controller and manually set the HD radio to off. That only worked when I remained on that particular station. As soon as I changed stations the sound went out again. Thanks, [redacted]
CustomerNo: 0
AccountId:
...

	... firstName: [redacted] [redacted] UserName: [redacted] formid: 1001 Vins: WBANF33567C[redacted]

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Customer Service Request Detail # 200811900997

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	3,000
Sale:	12/17/07 12:00AM
In Service Date:	12/17/07 12:00AM
Production Date:	10/5/07 12:00AM

Service Request

Service Request #:	200811900997
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/28/08 11:30AM
Created By:	Ellis, Jeremy
Rep Assigned:	Hanson, Jay
Date Assigned:	4/29/08 07:23PM
Assigned Dealer:	BMW of Bayside
Identified Dealer:	BMW of Bayside
Date Resolved:	
Resolve Rep:	
Date Closed:	5/7/08 02:56PM
Close Rep:	Hanson, Jay
Issue Note:	SR: 200809100540 / Cust demands a payment to be provided. No longer wants to work with Jay.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Closed. Referred to SPI

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	4/28/08 11:36AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/28/08 11:32AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	SR: 200809100540 / Cust demands a payment to be provided. No longer wants to work with Jay.		

Note Created: 4/28/08 11:33AM | Note Created By: Ellis, Jeremy | Note Type: Customer Interaction

Cust stts that everyone has been lieing to her. Cust stts that the dlr is telling her something different then what Jay has told her. Cust stts that has been very nice to her but the stories keep changing between what BMW says and what the dlr is telling her. Cust stts that she wants BMW to make a payment for her. Cust stts that she doesnt want to talk to anybody about it, she just wants the payment to be made. Writer adv we will need to follow up on the matter as we can not make the decision right now. Cust provided cell phone number for furture contact.

Activity Status:	Done	Activity Updated:	4/28/08 11:36AM
Activity Type	Corporate Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/28/08 11:36AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Notified Jay Hanson @ CORE of customer requests.		

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

Activity Status:	Done	Activity Updated:	5/7/08 02:56PM
Activity Type	General	Activity Updated By:	Hanson, Jay
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	4/29/08 08:58AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 4/29/08 08:58AM | Note Created By: NET, DCS | Note Type: Dealer Interaction

Viewed Service Request information: Dealer 10695 on Tue Apr 29 08:58:42 EDT 2008

Activity Status:	Done	Activity Updated:	4/29/08 09:26AM
Activity Type	Dealer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	4/29/08 09:21AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	Ray called in from bmw of bayside.. Ray has only seen car once.		

Note Created: 4/29/08 09:22AM | Note Created By: Nos, Sonny | Note Type: Dealer Interaction

Ray called in from bmw of bayside.. Ray has only seen car once, back in march to due with power steering fluid.. He called in regarding because he saw the dealer assigned to his dealership..

Activity Status:	Done	Activity Updated:	5/5/08 04:59PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/5/08 12:05PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	CCI asking for resolution on getting a payment deferred. Call was transferred from FS. See notes.		

Note Created: 5/5/08 12:06PM	Note Created By: Smith, Jonathan	Note Type: Customer Interaction

CCI asking for resolution on getting a payment deferred. Call was transferred from FS. Writer stated he would call Jay Hanson on cust behalf. Writer stated would call cust back once Jay contacts him.

Activity Status:	Done	Activity Updated:	5/5/08 12:07PM
Activity Type	Corporate Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/5/08 12:07PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer lvm for Jay Hanson		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/5/08 04:56PM
Activity Type	Corporate Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/5/08 04:51PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Jay Hanson sent email to writer. See notes.		

Note Created: 5/5/08 04:52PM	Note Created By: Smith, Jonathan	Note Type: Corporate Interaction

[redacted]

If the customer no longer wants to work with me then its pretty much out of my hands. The SPI file has been closed and the dealer has already self-authorized a $1,000 payment to cover her insurance deductible.

If someone there would like to contact Tim McDermott and explain the situation to him and see if hell give up a lease payment, thats fine by me. Tim can call me if he needs more info or anyone there at FS can reach me if they need more.

Hope this helps.

Kind regards,

Jay L. Hanson
Customer Relations and Services
Consultant
V2-US-A-50

Activity Status:	Done	Activity Updated:	5/5/08 04:59PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/5/08 04:59PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Writer lvm for cust explaining BMW's position per Jay Hanson's email.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Smith, Jonathan
Activity Created:	5/5/08 05:19PM
Activity Created By:	Smith, Jonathan
Activity Description:	Writer replied to Jay's email.
Activity Updated:	5/5/08 05:19PM
Activity Updated By:	Smith, Jonathan
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/6/08 01:18PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/6/08 01:18PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	CCi asked to be transferred to Jay Hanson. Writer transferred cust to Jay's VM.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200812003207

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	
Sale:	1/30/07 12:00AM
In Service Date:	1/30/07 12:00AM
Production Date:	11/16/06 12:00AM

Service Request

Service Request #:	200812003207
Brand:	BMW
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	4/29/08 03:45PM
Created By:	Wreathall, Thomas
Rep Assigned:	Wreathall, Thomas
Date Assigned:	4/29/08 03:45PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/29/08 03:49PM
Close Rep:	Wreathall, Thomas
Issue Note:	cci with a dinging noise coming fromt the vehicle

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
cust turned on radio and sound stopped. wrtr advised if issue continued to take to a dealer.

Attachments

File Name	Comments

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Customer Service Request Detail # 200812003207

Activity Status:	Done	Activity Updated:	4/29/08 03:49PM
Activity Type	Customer Interaction	Activity Updated By:	Wreathall, Thomas
Activity Assigned To:	Wreathall, Thomas	Email From:	
Activity Created:	4/29/08 03:45PM	Email To:	
Activity Created By:	Wreathall, Thomas		
Activity Description:	cci with a dinging noise coming fromt the vehicle		

Note Created: 4/29/08 03:45PM	Note Created By: Wreathall, Thomas	Note Type: Customer Interaction

cci and stated there was a dinging noise coming from the car. The cust checked all doors and trunk. Cust then turned on the radio and the noise stopped. Wrtr advsd if issue continued to contact a dealer and provided a number to the closest dealership.

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Customer Service Request Detail # 200812004578

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	# 1
City/State/Zip:	Chicago, IL[redacted]

Service Request

Service Request #:	200812004578
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/29/08 07:02PM
Created By:	Mcgrew, Christa
Rep Assigned:	Mcgrew, Christa
Date Assigned:	4/29/08 07:02PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/29/08 07:03PM
Close Rep:	Mcgrew, Christa
Issue Note:	Cci wanting to know if there was a way to disengage the alerts in the veh. or turn it down.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi
Mileage:	
Sale:	11/25/06 12:00AM
In Service Date:	11/25/06 12:00AM
Production Date:	7/13/06 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
wtr advsd customer there was not a way to disengage the alert chimes or turn the alert down.

Attachments

File Name	Comments

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Customer Service Request Detail # 200812004578

Activity Status:	Done	Activity Updated:	4/29/08 07:03PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	4/29/08 07:02PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci wanting to know if there was a way to disengage the alerts in the veh. or turn it down.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200812100684

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi
Mileage:	
Sale:	6/30/06 12:00AM
In Service Date:	6/30/06 12:00AM
Production Date:	6/2/06 12:00AM

Service Request

Service Request #:	200812100684
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/30/08 09:37AM
Created By:	Stern, Rebecca
Rep Assigned:	Sims, Bethany
Date Assigned:	4/30/08 09:38AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/7/08 10:43AM
Close Rep:	Sims, Bethany
Issue Note:	Veronica, Assist LVM with BMW VMs request CR call cust. cust is requesting that his airbag light be

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 PROTECTIC

Solution Notes

Solution
LVM at 610-642-0345

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	4/30/08 09:38AM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	4/30/08 09:38AM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	[redacted] Veronica, Assist LVM with BMW VMs request CR call cust. cust is requesting that his airbag light be turned off		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/7/08 10:43AM
Activity Type	Customer Interaction	Activity Updated By:	Sims, Bethany
Activity Assigned To:	Sims, Bethany	Email From:	
Activity Created:	5/7/08 10:38AM	Email To:	
Activity Created By:	Sims, Bethany		
Activity Description:	LVM at 610-642-0345		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200812303114

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi
Mileage:	
Sale:	
In Service Date:	
Production Date:	3/6/08 12:00AM

Service Request

Service Request #:	200812303114
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/2/08 04:24PM
Created By:	Dickerson, Micah
Rep Assigned:	Dickerson, Micah
Date Assigned:	5/2/08 04:24PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/2/08 04:25PM
Close Rep:	Dickerson, Micah
Issue Note:	Cust. asking how to send from google maps.

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.

Attachments

File Name	Comments

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Customer Service Request Detail # 200812303114

Activity Status:	Done	Activity Updated:	5/2/08 04:25PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/2/08 04:25PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Cust. asking how to send from google maps.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200812702003

Customer

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

Service Request

Service Request #:	200812702003
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/6/08 01:28PM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	5/6/08 01:28PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/6/08 01:30PM
Close Rep:	Ellis, Jeremy
Issue Note:	cci looking for USB/Ipod answers

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i
Mileage:	
Sale:	5/3/08 12:00AM
In Service Date:	5/3/08 12:00AM
Production Date:	2/7/08 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
Writer adv that just he directory information is stored, not the files themselves.

Attachments

File Name	Comments

BMW of North America, Inc.

Customer Service Request Detail # 200812702003

Activity Status:	Done	Activity Updated:	5/6/08 01:30PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/6/08 01:28PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci looking for USB/Ipod answers		

Note Created: 5/6/08 01:29PM	Note Created By: Ellis, Jeremy	Note Type: Customer Interaction

cci stts that the manual indicates that the can store up to 4 USB devices. Cust wanted to know if this means that the files on those devices are also stored. Writer adv that just he directory information is stored, not the files themselves.

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Customer Service Request Detail # 200813402511

Customer

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

Service Request

Service Request #:	200813402511
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	5/13/08 02:10PM
Created By:	Mazanec, Carrie
Rep Assigned:	Mazanec, Carrie
Date Assigned:	5/13/08 02:10PM
Assigned Dealer:	
Identified Dealer:	BMW of Manhattan
Date Resolved:	
Resolve Rep:	
Date Closed:	5/13/08 02:11PM
Close Rep:	Mazanec, Carrie
Issue Note:	Airbag deployment

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	9,680
Sale:	11/30/07 12:00AM
In Service Date:	11/30/07 12:00AM
Production Date:	10/29/07 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 PROTECTIC

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

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Customer Service Request Detail # 200813402511

Activity Status:	Done	Activity Updated:	5/13/08 02:11PM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	5/13/08 02:10PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag deployment		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200814202984

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	
Sale:	5/18/07 12:00AM
In Service Date:	5/18/07 12:00AM
Production Date:	3/23/07 12:00AM

Service Request

Service Request #:	200814202984
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/21/08 03:47PM
Created By:	Greer, Ryan
Rep Assigned:	Greer, Ryan
Date Assigned:	5/21/08 03:47PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/21/08 03:48PM
Close Rep:	Greer, Ryan
Issue Note:	can a ham radio be installed in the vehicle

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 that HAM radio is an aftermarket part and if part causes any damage to the vehicle the warranty would be void

Attachments

File Name	Comments

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Customer Service Request Detail # 200814202984

Activity Status:	Done	Activity Updated:	5/21/08 03:48PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	5/21/08 03:48PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	can a ham radio be installed in the vehicle		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # 200814204361

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i
Mileage:	13,400
Sale:	6/30/06 12:00AM
In Service Date:	6/30/06 12:00AM
Production Date:	3/30/06 12:00AM

Service Request

Service Request #:	200814204361
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	5/21/08 07:10PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	5/30/08 04:21PM
Assigned Dealer:	BMW of Austin
Identified Dealer:	BMW of Austin
Date Resolved:	6/10/08 05:46PM
Resolve Rep:	NET, DCS
Date Closed:	7/2/08 11:31AM
Close Rep:	Coil, Jarrod
Issue Note:	cci stts she has had multiple issues with veh

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	FUEL INJECTION - SYSTEM	1361	Electronic Control Unit (Check Engine Light)
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution
left VM for cust, adv parts have been ordered and an appt will be scheduled when parts arrive,. Forwarded to clients request of trade assistance to ur General Sales Manager Chuck Jett. writer adv cust to stay in contact with the serv mgr to schedule appt with reg engineer.

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	5/21/08 07:21PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/21/08 07:10PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci stts she has had multiple issues with veh		

Note Created: 5/21/08 07:14PM | Note Created By: Coil, Jarrod | Note Type: Customer Interaction

cust stts she has been into serv 11 times. cust stts she was into serv 5 times for the same tire issue. cust stts they finally found the leak. cust stts her check engine light came on. cust stts now the passenger airbag light came on and they had to order parts. cust stts she does not feel safe having a passenger ride in her veh. cust stts she had to wait in serv 3 hrs while they diagnosed her veh. writer adv he would follow up with the SM to discuss. cust contact#[redacted]

Activity Status:	Done	Activity Updated:	5/23/08 03:33PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/23/08 03:22PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Lonnie Plank		

Note Created: 5/23/08 03:22PM | Note Created By: Coil, Jarrod | Note Type: Dealer Interaction

discussed serv issues with Lonnie, stts she was in for TPM issues in the past. Lonnie stts the passenger seat mat sensor has been ordered.

Activity Status:	Done	Activity Updated:	5/23/08 03:35PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/23/08 03:35PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for cust, adv parts have been ordered and an appt will be scheduled when parts arrive,.		

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

Activity Status:	Done	Activity Updated:	5/30/08 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/30/08 04:23PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci wanting to know what is going to be done to prevent any future issues with vehicle. cust wanting to speak with Jarrod. see notes.		

Note Created: 5/30/08 04:28PM | Note Created By: Mcgrew, Christa | Note Type: Customer Interaction

wtr advsd customer that Jarrod was OOO and will return on Monday 6/2/08. Customer is frustrated with the vehicle and is requesting that it be looked into for a replacement vehicle. Customer sttd that she doesn't trust the vehicle anymore and is worried that it will leave her stranded somewhere, and she will not be able to start the vehicle.

Activity Status:	Done	Activity Updated:	5/30/08 04:32PM
Activity Type	Corporate Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/30/08 04:32PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr emailed Jarrod		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/3/08 03:47PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/3/08 03:47PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for cust		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/5/08 10:54AM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	6/5/08 10:54AM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	cci for jarrod		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/5/08 11:58AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/5/08 10:54AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, see notes		

Note Created: 6/5/08 10:55AM	Note Created By: Coil, Jarrod	Note Type: Customer Interaction

cust stts seat mat issue was resolved, but then the veh would not start. cust stts there was a steering column issue that had to be repaired. cust stts today the airbag/seat belt light came on again. cust stts she no longer wants veh. cust stts she is concerned she could be stranded in the future. cust stts she is shy about getting into another BMW because of the experiences she is having with this one.

Activity Status:	Done	Activity Updated:	6/6/08 03:13PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	6/6/08 03:11PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cci for Jarod Coil. Writer adv Jarod is unavailable at this time. Xfered to Jarod's VM.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/6/08 03:13PM
Activity Type	Corporate Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	6/6/08 03:13PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Writer sent Jarod email adv cci and LVM.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/6/08 05:05PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/6/08 05:05PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	[redacted] - Mr[redacted] ci seeking return call		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/9/08 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/9/08 05:27PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with Mr.[redacted], adv writer had open case and will be forwarding request to replace veh. cust stts veh went back into serv on Friday.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/10/08 12:39PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/10/08 12:39PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for SM Lonnie Plank		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/17/08 03:31PM
Activity Type	General	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	6/10/08 05:31PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 6/10/08 05:31PM | Note Created By: NET, DCS | Note Type: Dealer Interaction

Viewed Service Request information: Dealer 26167 on Tue Jun 10 17:31:12 EDT 2008

Activity Status:	Done	Activity Updated:	6/10/08 05:44PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/10/08 05:39PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Lonnie		

Note Created: 6/10/08 05:39PM | Note Created By: Coil, Jarrod | Note Type: Dealer Interaction

Lonnie stts veh came in for SRS light and light was not on when it arrived nor during the test drive... no fault codes were stored. Lonnie stts he is forwarding on request for trade assist to GSM Chuck Jett (512-343-3580)

Activity Status:	Done	Activity Updated:	6/17/08 03:31PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/17/08 03:31PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for GSM Chuck Jett (512-343-3580)		

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

Activity Status:	Done	Activity Updated:	6/17/08 03:39PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	6/17/08 03:37PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cust cld back, transfd cust to jarrods vm		

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

Activity Status:	Done	Activity Updated:	6/17/08 03:57PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	6/17/08 03:57PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci left VM, 345-7267		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Dealer Interaction
Activity Assigned To:	Coil, Jarrod
Activity Created:	6/18/08 06:21PM
Activity Created By:	Coil, Jarrod
Activity Updated:	6/18/08 06:21PM
Activity Updated By:	Coil, Jarrod
Email From:	
Email To:	
Activity Description:	spoke with receptionist, Chuck out until 6/26

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Coil, Jarrod
Activity Created:	6/19/08 12:43PM
Activity Created By:	Coil, Jarrod
Activity Updated:	6/19/08 12:47PM
Activity Updated By:	Coil, Jarrod
Email From:	
Email To:	
Activity Description:	spoke with cust, stts they have part on order for seat cushion. stts she has not heard from anyone in service. writer adv GSM Chuck is ooo...

Note Created: 6/19/08 12:47PM	Note Created By: Coil, Jarrod	Note Type: Customer Interaction

adv GSM Chuck is out of office until 6/26. writer adv that Chuck would be reviewing request for trade assist. cust stts she just really wants the car fixed. cust stts she was told parts should have arrived by 6/16 but she has not heard anything further.

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Coil, Jarrod
Activity Created:	6/27/08 12:58PM
Activity Created By:	Coil, Jarrod
Activity Updated:	6/27/08 12:58PM
Activity Updated By:	Coil, Jarrod
Email From:	
Email To:	
Activity Description:	left VM for GSM Chuck Jett

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Dealer Interaction
Activity Assigned To:	Coil, Jarrod
Activity Created:	6/27/08 01:19PM
Activity Created By:	Coil, Jarrod
Activity Updated:	6/27/08 01:26PM
Activity Updated By:	Coil, Jarrod
Email From:	
Email To:	
Activity Description:	spoke with GSM Chuck Jett, see notes

Note Created: 6/27/08 01:23PM	Note Created By: Coil, Jarrod	Note Type: Dealer Interaction

Chuck stts he spoke with mrkt team regarding veh. Chuck stts it was decided to schedule appt with RTE to have any issues addressed. Chuck stts the cust claims the airbag light keeps coming on but no one in serv can duplicate. Chuck stts appt would be some time away as the mrkt team was just in on 6/26.

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Customer Service Request Detail # 200814204361

Activity Status:	Done	Activity Updated:	7/2/08 11:31AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	7/2/08 11:27AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with Mr.[redacted], see notes		

Note Created: 7/2/08 11:27AM	Note Created By: Coil, Jarrod	Note Type: Customer Interaction

cust stts veh is in service now because they have parts. cust stts he is aware that serv would like to make arrangements to have BMW engineer come in an diagnose veh. writer adv this would be the best option to take advantage of at this time. writer adv once veh and serv history has been reviewed, it can be decided what course of action to take. writer adv cust to stay in contact with the serv mgr to schedule appt with reg engineer.

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Customer Service Request Detail # 200815102480

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i
Mileage:	16,000
Sale:	4/19/07 12:00AM
In Service Date:	4/19/07 12:00AM
Production Date:	1/24/07 12:00AM

Service Request

Service Request #:	200815102480
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	5/30/08 03:00PM
Created By:	Barnes, Richard
Rep Assigned:	Barnes, Richard
Date Assigned:	5/30/08 03:00PM
Assigned Dealer:	
Identified Dealer:	Lauderdale BMW of Pembroke Pines
Date Resolved:	
Resolve Rep:	
Date Closed:	6/4/08 01:33PM
Close Rep:	Barnes, Richard
Issue Note:	cci passenger air bag light keeps coming on

Code Descriptions

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

Solution Notes

Solution
wrt inf cust that no assistance was forthcoming, cust stated he would speak to his lawyer

Attachments

File Name	Comments

Activity Status:	Done	Activity Updated:	5/30/08 04:15PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 03:02PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci passenger air bag light keeps coming on		

Note Created: 5/30/08 03:04PM | Note Created By: Barnes, Richard | Note Type: Customer Interaction

purchase , original owner, cust does not want vehicle. vehicle at ft. lauderdale bmw, days down - more than 10 days.

Activity Status:	Done	Activity Updated:	5/30/08 04:18PM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 04:11PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	954-926-3590 - wrt called SM Darrell Walden to discuss issue		

Note Created: 5/30/08 04:14PM | Note Created By: Barnes, Richard | Note Type: Dealer Interaction

SM Darrell Walden Sept 07, 3 different faults,

Activity Status:	Done	Activity Updated:	5/30/08 04:29PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 04:17PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	[redacted] wrt called cust to let know no bb available. will continue to work on car if situation reoccurs, no answer no vm		

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

Activity Status:	Done	Activity Updated:	5/30/08 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 04:28PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci when wrt inf him that dlrship stated he had been in one time for issue Mr. Kim - see notes		

Note Created: 5/30/08 04:29PM | Note Created By: Barnes, Richard | Note Type: Customer Interaction

wrt inf cust that dlrship had only one record of servide visit concerning air bag light being on. Cust stated he had been in 3x. wrt inf cust to go to dlrship and address issue and have dlrship send info to wrt. stating multilple visits w/air bag light and then wrt would proceed with process.

Activity Status:	Done	Activity Updated:	5/30/08 04:46PM
Activity Type	Customer Interaction	Activity Updated By:	Langenbahn, John
Activity Assigned To:	Langenbahn, John	Email From:	
Activity Created:	5/30/08 04:46PM	Email To:	
Activity Created By:	Langenbahn, John		
Activity Description:	cci to speak with richard, writer transferred to rep		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Barnes, Richard
Activity Created:	5/30/08 04:47PM
Activity Created By:	Barnes, Richard
Activity Description:	cci from dlrship (supposedly) and stated that he had his SA with him, wrt inf cust that the SM had to call from the dlrship
Activity Updated:	5/30/08 04:47PM
Activity Updated By:	Barnes, Richard
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/30/08 05:12PM
Activity Type	Dealer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	5/30/08 05:12PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Daryl called req rep. Wttr trans		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/30/08 05:51PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 05:16PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	Sm ci w/cust in office,		

Note Created: 5/30/08 05:16PM	Note Created By: Barnes, Richard	Note Type: Customer Interaction

SM states that he never talked to wrt earlier. cust is in office with service manager -
cust wants new car or vehicle bought back.

Activity Status:	Done	Activity Updated:	5/30/08 05:52PM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	5/30/08 05:52PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	[redacted] wrt called sm to get opinion - Darrell Walden lf vm req cb w/info		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 10:32AM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/2/08 10:27AM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	[redacted] wrt called sm to get opinion - Darrell Walden lf vm req cb w/info - days down, RO, and SM opinion -		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 04:01PM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/2/08 04:01PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	SM ci lf vm req cb		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 04:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/2/08 04:01PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	954-620-5060 wrt called sm to get opinion - Darrell Walden lf vm req cb w/info - days down, RO, and SM opinion -		

Note Created: 6/2/08 04:04PM Note Created By: Barnes, Richard Note Type: Dealer Interaction

downtime - 21,
Repairs - resealed trunk water into trunk for air bag warning light, battery cable replaced and diagnosis due to airbag warning light, found water in battery tray entering from front vent, fault in memory but not current, cleared fault and road tested with no reoccurence.
opinion - SM "friday was first time involved with cust, no previous experience with customer"

Activity Status:	Done	Activity Updated:	6/3/08 09:25AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	6/2/08 04:26PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	wrt emailed ML w/escalation		

Note Created: 6/2/08 04:26PM Note Created By: Barnes, Richard Note Type: Market Liaison Escalation

Micah,

Here is the escalation we discussed on Friday.

Customer issue: Air bag light keeps coming on, been in multiple times cannot fix issue.

Customer request: feels that vehicle fits Lemon Law criteria and wants vehicle bought back.

Centers posistion: SM states that he was unaware of issue until Friday May 30th, when cust came into office demanding buy back.

Corporate involvement: none

Writers notes: Last repair on air bag light coming on was over a month ago and light has not been back on. Vehicle is currently working properly and more than likely the vehicle is repaired and customer is reaching out for anything.

Mr [redacted]
[redacted]
Weston, FL [redacted]
In Service Date: 04/19/2007
Mileage: 16,000
Center: Lauderdale BMW Pembroke Pines
Ownership: 1st owner
Financed: Purchase - not financed through BMWFS
Sold: Lauderdale BMW FT. Lauderdale
Serviced: Lauderdale BMW Pembroke Pines
Days down: 21
Repairs: resealed trunk, water into trunk for air bag warning light, battery cable replaced and diagnosis due to airbag warning light, found water in battery tray entering from rear vent, fault in memory but not current, cleared fault and road tested with no reoccurence.

Let me know if you need more info

Thank You,

Richard Barnes
Customer Relations and Services

Telephone
(614)-718-6931
(800) 831-1117*6931
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	6/4/08 01:27PM
Activity Type	Field Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	6/3/08 09:25AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Don F. to escatate issue.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Field Interaction
Activity Assigned To:	Dickerson, Micah
Activity Created:	6/4/08 01:27PM
Activity Created By:	Dickerson, Micah
Activity Description:	Don e-mailed in, advsd that there will not be a trade assist for vehicle and vehicle is now repaired.
Activity Updated:	6/4/08 01:27PM
Activity Updated By:	Dickerson, Micah
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/4/08 01:27PM
Activity Type	Corporate Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	6/4/08 01:27PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Richard to advise of market's decision.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/4/08 01:33PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/4/08 01:31PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	[redacted] wrt called cust to give info on no assistance		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00734500572

Customer

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

Service Request

Service Request #:	S00734500572
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/11/07 12:41AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/11/07 12:41AM
Assigned Dealer:	
Identified Dealer:	BMW of Bel Air
Date Resolved:	
Resolve Rep:	
Date Closed:	12/24/07 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):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	10/20/06 12:00AM
In Service Date:	10/20/06 12:00AM
Production Date:	9/18/06 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

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Customer Service Request Detail # S00734500572

Activity Status:	Done	Activity Updated:	12/11/07 12:41AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/11/07 12:41AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/11/07 12:41AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026536791
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: 9632
Service Tech Cust Pay Code: 900
Service Tech First Name: Elijah
Service Tech Last Name: Crisamore
Repair Date: 11/15/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANB53597C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 138468
Call Disposition Code: CMP
Call Date: 12/06/2007
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:
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 BEEN TO THE CENTER THREE TIMES FOR THE SAME PROBLEM. HE SAID THEY REPROGRAMMED IT AND IS STILL DOING THE SAME THING.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadjusted Q6	...

Activity Status:	Done	Activity Updated:	12/12/07 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/12/07 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/24/07 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/24/07 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code s		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00734801828

Customer

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

Service Request

Service Request #:	S00734801828
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/14/07 12:46AM
Created By:	ISKY, AAARA
Rep Assigned:	Young, Ron
Date Assigned:	12/14/07 04:32PM
Assigned Dealer:	
Identified Dealer:	Sun Motor Cars BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/14/07 04:36PM
Close Rep:	Young, Ron
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i Sedan
Mileage:	
Sale:	5/23/07 12:00AM
In Service Date:	5/23/07 12:00AM
Production Date:	4/25/07 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
apologized to cust for conerns, adv issues will be doced.

Attachments

File Name	Comments

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Customer Service Request Detail # S00734801828

Activity Status:	Done	Activity Updated:	12/14/07 12:46AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/14/07 12:46AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/14/07 12:46AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026706407
Survey Type:
Dealer Code: 26700
Service Advisor SSN: 6789
Service Advisor Cust Pay Code: 260
Service Advisor First Name: AL
Service Advisor Last Name: WILSON
Service Tech SSN: 6401
Service Tech Cust Pay Code: 45971
Service Tech First Name: ROBERT
Service Tech Last Name: MONAGHAN
Repair Date: 12/03/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANW53578C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 101955
Call Disposition Code: CMP
Call Date: 12/10/2007
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 NO ONE CAN SEEM TO SOLVE HIS ISSUE WITH USING HIS IPOD. IF THERE IS A KNOWN PROBLEM, HE WOULD NOT HAVE PURCHASED THIS $400 OPTION FROM THE CENTER AND WOULD HAVE HAD THIS INSTALLED VIA AN AFTERMARKET CONTRACTOR. SUN MOTORS HAS BEEN GREAT TO

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Customer Service Request Detail # S00734801828

Activity Status:	Done	Activity Updated:	12/14/07 04:35PM
Activity Type	Initial Customer Contact	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	12/14/07 04:32PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	spoke to cust, he advised he has had issues playing I tunes thru his I pod in the vehicle.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00734804931

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sports Wagon
Mileage:	
Sale:	6/29/06 12:00AM
In Service Date:	6/29/06 12:00AM
Production Date:	5/24/06 12:00AM

Service Request

Service Request #:	S00734804931
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/14/07 01:36AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/14/07 01:36AM
Assigned Dealer:	
Identified Dealer:	Rallye BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/4/08 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	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0017	RATTLES AND SQUEAKS

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00734804931

Activity Status:	Done	Activity Updated:	12/14/07 01:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/14/07 01:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/14/07 01:36AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026763131
Survey Type: Phone
Dealer Code: 69000
Service Advisor SSN: 3708
Service Advisor Cust Pay Code: 83972
Service Advisor First Name: FABIAN
Service Advisor Last Name: BONICI
Service Tech SSN: 6576
Service Tech Cust Pay Code: 224
Service Tech First Name: Phillip
Service Tech Last Name: Abiboutros
Repair Date: 12/06/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANN73597C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 094477
Call Disposition Code: TPI
Call Date: 12/10/2007
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: 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: TPI NAME: SAMUEL GOTTESMAN. CUSTOMER STATED HE WOULD LIKE A CALL FROM BMW NA AFTER DECEMBER 12. THIS IS THE SECOND TIME IN THE CENTER FOR THE SAME ISSUE. HE IS LOOKING INTO THE LEMON LAW FOR HIS BMW. THE CENTER IS GREAT AND THEY ARE DOI

Activity Status:	Done	Activity Updated:	12/14/07 04:47PM
Activity Type	Initial Customer Contact	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/14/07 04:45PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	woman answered -- took message		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	12/17/07 03:04AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attemps #1. Call code 02
Activity Updated:	12/17/07 03:04AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/3/08 02:17PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/3/08 02:15PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Dialer Pop		

Note Created: 1/3/08 02:16PM	Note Created By: Wood, Amber	Note Type: Customer Interaction

left message at work number

Activity Status:	Done	Activity Updated:	1/4/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code 02		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00734805027

Customer

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

Service Request

Service Request #:	S00734805027
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/14/07 01:38AM
Created By:	ISKY, AAARA
Rep Assigned:	Coil, Jarrod
Date Assigned:	12/14/07 04:50PM
Assigned Dealer:	
Identified Dealer:	BMW of Des Moines
Date Resolved:	
Resolve Rep:	
Date Closed:	12/14/07 04:59PM
Close Rep:	Coil, Jarrod
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi Sedan
Mileage:	
Sale:	7/31/06 12:00AM
In Service Date:	7/31/06 12:00AM
Production Date:	7/6/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
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
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV02	RETAILER DISSATISFACTION - SERVICE	RETAILER DISSATISFACTI	AU01	RETAILER DISSATISFACTION GENERAL

Solution Notes

Solution
writer apologized and adv would document complaint

Attachments

File Name	Comments

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Customer Service Request Detail # S00734805027

Activity Status:	Done	Activity Updated:	12/14/07 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/14/07 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/14/07 01:38AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026675138
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 4679
Service Advisor Cust Pay Code:
Service Advisor First Name: BRIAN
Service Advisor Last Name: SPORRER
Service Tech SSN: 1556
Service Tech Cust Pay Code: 83345
Service Tech First Name: PHIL
Service Tech Last Name: SANTEE
Repair Date: 11/29/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: T
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANF33557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 037565
Call Disposition Code: CMP
Call Date: 12/10/2007
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: 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 ABOUT THE SITUATIONS HE HAS BEEN HAVING AND THE CENTERS INABILITY OR LACK OF DESIRE TO ADDRESS THEM. CUSTOMER STATED IT TOOK THREE TRIPS TO GET IT FIXED. THIS WAS THE THIRD VISIT. IT WAS A COMPLICATED OIL CHANGE THAT THEY COULD NOT GET

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Customer Service Request Detail # S00734805027

Activity Status:	Done	Activity Updated:	12/14/07 04:58PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	12/14/07 04:45PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust		

Note Created: 12/14/07 04:45PM	Note Created By: Coil, Jarrod	Note Type: Initial Customer Contact

cust stts he was going to get a different veh, was working on paperwork and learned that it was an a accident. cust stts they found another veh and told him to come and check it out. cust stts he drove, 60 mins later they had already sold the veh. cust stts veh had issues- mirror, cd, and dealer ended up ordering wrong parts and a bunch of new serv indicators were lit. cust stts he has dealt with service 8 times and hasn't had a positive exp yet. writer apologized for issues and adv would document concerns. cust stts he had an AC issue which took 3 seperate attempts to resolve.

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Customer Service Request Detail # S00735603757

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	SHAKER HEIGHTS, OH[redacted]

Service Request

Service Request #:	S00735603757
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/22/07 01:25AM
Created By:	ISKY, AAARA
Rep Assigned:	Gammon, Jason
Date Assigned:	1/4/08 04:59PM
Assigned Dealer:	
Identified Dealer:	Classic BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/7/08 09:56AM
Close Rep:	Gammon, Jason
Issue Note:	cust advsd did not req cb, writer thanked for time

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	11/30/07 12:00AM
In Service Date:	11/30/07 12:00AM
Production Date:	10/30/07 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
cust advsd did not req cb, writer thanked for time
cust advsd did not req cb, writer thanked for time

Attachments

File Name	Comments

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Customer Service Request Detail # S00735603757

Activity Status:	Done	Activity Updated:	12/22/07 01:25AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/22/07 01:25AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/22/07 01:25AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026820987
Survey Type: Phone
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: 4057
Service Tech Cust Pay Code: 2100
Service Tech First Name: BOB
Service Tech Last Name: GALE
Repair Date: 12/12/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: R
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93518C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 787745
Call Disposition Code: CMP
Call Date: 12/18/2007
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: 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 THERE ARE TOO MANY SENSORS ASSOCIATED WITH THE IDRIVE WHICH CAUSE FAILURES IN OTHER SYSTEMS. HE DOES NOT KNOW WHY HE HAD TO ADD TWO QUARTS OF OIL AFTER DRIVING THE VEHICLE FOR A WEEK. THE VEHICLE IS DIFFICULT TO START UNLESS YOU FOL

Activity Status:	Done	Activity Updated:	1/4/08 04:59PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/4/08 04:59PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/7/08 09:53AM
Activity Type	Team Lead Escalation	Activity Updated By:	Robbins, Beth
Activity Assigned To:	Robbins, Beth	Email From:	
Activity Created:	1/7/08 08:53AM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	e-mailed br		

Note Created: 1/7/08 08:53AM	Note Created By: Gammon, Jason	Note Type: Team Lead Escalation

Hi Beth,

I spoke with this customer. He advised that he did not request a call back and that everything was great with his MINI, there are no complaints with the dealer. Can you please review before I close.

Thanks ~

BMW Group

Jase Gammon
Customer Relations
BMW of North America, LLC B
Phone: 614-210-7916
Fax: 614-789-2373
jason.gammon@bmwfs.com

Activity Status:	Done	Activity Updated:	1/7/08 09:55AM
Activity Type	General	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Robbins, Beth	Email From:	
Activity Created:	1/7/08 09:52AM	Email To:	
Activity Created By:	Robbins, Beth		
Activity Description:	writer reviewed & asked Jase to add comments from customer in "initial customer contact" activity		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00735603757

Activity Status:	Done	Activity Updated:	1/7/08 09:55AM
Activity Type	Initial Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/7/08 09:55AM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust advsd did not req cb, writer thanked for time		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00736004603

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	4/6/06 12:00AM
In Service Date:	4/6/06 12:00AM
Production Date:	3/9/06 12:00AM

Service Request

Service Request #:	S00736004603
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/26/07 01:34AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/26/07 01:34AM
Assigned Dealer:	
Identified Dealer:	Autobahn Motorcars
Date Resolved:	
Resolve Rep:	
Date Closed:	1/16/08 04:49AM
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	Electric Drives & Devices	6700	Electric Drives & Devices
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

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Customer Service Request Detail # S00736004603

Activity Status:	Done	Activity Updated:	12/26/07 01:34AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/26/07 01:34AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/26/07 01:34AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026896109
Survey Type:
Dealer Code: 47993
Service Advisor SSN: 9227
Service Advisor Cust Pay Code: 969
Service Advisor First Name: CHARLIE
Service Advisor Last Name: SMITHSON
Service Tech SSN: 6593
Service Tech Cust Pay Code: 501
Service Tech First Name: STEVE
Service Tech Last Name: RICCI
Repair Date: 12/14/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANE53517C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 506171
Call Disposition Code: CMP
Call Date: 12/20/2007
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: 75
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
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 REPAIR TOOK TWO WEEKS AND ALTHOUGH THEY WERE IN A LOANER VEHICLE IT SEEMS TOO LONG. IT TOOK A LONG TIME TO DIAGNOSE, THEN IT TOOK SEVERAL DAYS FOR THE NEEDED REPAIRS TO BE AUTHORIZED. THEY SAID THEIR ULTIMATE DRIVING MACHINE HAS BEEN AN U

Activity Status:	Done	Activity Updated:	1/9/08 03:15AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:15AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/08 04:49AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:49AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code s		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00736504202

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	10/12/06 12:00AM
In Service Date:	10/12/06 12:00AM
Production Date:	9/11/06 12:00AM

Service Request

Service Request #:	S00736504202
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/31/07 01:44AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/31/07 01:44AM
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
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

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Customer Service Request Detail # S00736504202

Activity Status:	Done	Activity Updated:	12/31/07 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/31/07 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/31/07 01:44AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026807275
Survey Type: Phone
Dealer Code: 20973
Service Advisor SSN: 6367
Service Advisor Cust Pay Code: 2
Service Advisor First Name: KEN
Service Advisor Last Name: FOSTER
Service Tech SSN: 3771
Service Tech Cust Pay Code: 5209
Service Tech First Name: DAVE
Service Tech Last Name: HOWARD
Repair Date: 11/26/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANE53567C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 054530
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: 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: JOE BOELTER ANSWERED. CUSTOMER STATED HE HAD A PROBLEM WITH THE HD RADIO. HE WOULD GIVE BMW A ONE FOR FIXING THE VEHICLE THE FIRST TIME AND HE WAS UPSET THAT BMW DID NOT ASSIST ERHARD BMW OF FARMINGTON HILLS WITH THE PROBLEM. HE IS DISAPPOINTED IN

Activity Status:	Done	Activity Updated:	1/8/08 04:47PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/8/08 04:47PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	1/9/08 03:05AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attemps #1. Call code 09
Activity Updated:	1/9/08 03:05AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

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. Attemps #2. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00800403855

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	4/21/07 12:00AM
In Service Date:	4/21/07 12:00AM
Production Date:	12/7/06 12:00AM

Service Request

Service Request #:	S00800403855
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/4/08 01:30AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/4/08 01:30AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/16/08 04:49AM
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

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Customer Service Request Detail # S00800403855

Activity Status:	Done	Activity Updated:	1/4/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 01:30AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026675457
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 2675
Service Advisor Cust Pay Code: 99902
Service Advisor First Name: Robert (Chip)
Service Advisor Last Name: Chappee
Service Tech SSN: 1788
Service Tech Cust Pay Code: 416978
Service Tech First Name: Oscar
Service Tech Last Name: Galvez
Repair Date: 11/28/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: R
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73587C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 431190
Call Disposition Code: CMP
Call Date: 12/21/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
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 THEY DID THEIR BEST BUT THEY COULD NOT FIX THE PROBLEM. HE IS STILL WORKING WITH THEM ON IT. HE IS HAVING PROBLEMS WITH THE RADIO, BUT WHEN HE TAKES IT IN, THE RADIO NEVER ACTS UP.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
...

... Un	...

Activity Status:	Done	Activity Updated:	1/10/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/08 04:49AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:49AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00800406196

Customer

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

Service Request

Service Request #:	S00800406196
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/4/08 02:31AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/4/08 02:31AM
Assigned Dealer:	
Identified Dealer:	Sewickley BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/14/08 03:13AM
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):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525xi
Mileage:	
Sale:	1/16/06 12:00AM
In Service Date:	1/16/06 12:00AM
Production Date:	12/12/05 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

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Customer Service Request Detail # S00800406196

Activity Status:	Done	Activity Updated:	1/4/08 02:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 02:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 02:31AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027012818
Survey Type:
Dealer Code: 86327
Service Advisor SSN: 5527
Service Advisor Cust Pay Code: 457
Service Advisor First Name: DAVID
Service Advisor Last Name: HACK
Service Tech SSN: 2262
Service Tech Cust Pay Code: 511
Service Tech First Name: ERIC
Service Tech Last Name: JOHNSON
Repair Date: 12/11/2007
Customer Salutation: Mr.
Customer First Name: [redacted]
Customer Last Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANF33546C [redacted]
VIN 7: C [redacted]
Invoice Number/RO Number: 144040
Call Disposition Code: CMP
Call Date: 12/29/2007
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 THE PROBLEM IS NOT WITH SEWICKLEY BMW IT IS WITH THEIR VERY RIDICULOUS I DRIVE WHICH ONLY WORKS WHEN IT CHOOSES AND IS REALLY COUNTER-INTUITIVE. THEY DO NOT NEED TO BLAME THE CENTER WHO HAS TRIED VALIANTLY TO FIX A BAD SYSTEM.
Unadjusted Q1

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. Attemps #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 03:13AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:13AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code f		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00800407392

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	550i
Mileage:	
Sale:	3/15/06 12:00AM
In Service Date:	3/15/06 12:00AM
Production Date:	1/25/06 12:00AM

Service Request

Service Request #:	S00800407392
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/4/08 03:31AM
Created By:	ISKY, AAARA
Rep Assigned:	Capossela, Korrine
Date Assigned:	1/10/08 04:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/10/08 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
apologized to cust for inconveniences

Attachments

File Name	Comments

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Customer Service Request Detail # S00800407392

Activity Status:	Done	Activity Updated:	1/4/08 03:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 03:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 03:31AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026898113
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 9806
Service Advisor Cust Pay Code: 501
Service Advisor First Name: DICK
Service Advisor Last Name: WILIMEK
Service Tech SSN: 2822
Service Tech Cust Pay Code: 784
Service Tech First Name: ROBERT
Service Tech Last Name: CARMONA
Repair Date: 12/13/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANB53546C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 402098
Call Disposition Code: CMP
Call Date: 12/22/2007
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:
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 THOUGHT IT WAS STRANGE THE SERVICE DEPARTMENT HAD TO GO INTO A CHAT ROOM FOR TECHNICIAN'S SUPPORT TO VERIFY THE DIAGNOSIS ON HIS VEHICLE. THIS IS THE REASON WHY IT COST HIM AN EXTRA DAY. HE SAID THE PROBLEM WAS WITH THE I DRIVE AND HE HA

Activity Status:	Done	Activity Updated:	1/9/08 04:45PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/9/08 04:44PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	1/10/08 03:06AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attemps #1. Call code 03
Activity Updated:	1/10/08 03:06AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	Capossela, Korrine
Activity Created:	1/10/08 04:37PM
Activity Created By:	Capossela, Korrine
Activity Description:	cust was upset that his iDrive went out on him. cust was mad that he needed to wait for 2 days for repair
Activity Updated:	1/10/08 04:40PM
Activity Updated By:	Capossela, Korrine
Email From:	
Email To:	

Note Created: 1/10/08 04:39PM	Note Created By: Capossela, Korrine	Note Type: Customer Interaction

writer apologized tp cust for inconvenience.

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Customer Service Request Detail # S00800703931

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi Sedan
Mileage:	
Sale:	12/22/07 12:00AM
In Service Date:	12/22/07 12:00AM
Production Date:	10/24/07 12:00AM

Service Request

Service Request #:	S00800703931
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/7/08 02:05AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/7/08 02:05AM
Assigned Dealer:	
Identified Dealer:	Park Avenue BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/14/08 03:20AM
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

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Customer Service Request Detail # S00800703931

Activity Status:	Done	Activity Updated:	1/7/08 02:05AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/7/08 02:05AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 1/7/08 02:05AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027010926
Survey Type: Phone
Dealer Code: 68500
Sales Advisor Id: 0000089001
Sales Advisor First Name: TOM
Sales Advisor Last Name: BONARRIGO
Retail Date: 12/27/2007
Customer Salutation: Ms.
Customer First Name: [redacted]t
Customer Last Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANV13508C[redacted]
VIN 7: C[redacted]
Call Disposition Code: CMP
Call Date: 01/02/2008
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 EVERYTHING WAS FINE, BUT THE COMPUTER IS VERY COMPLICATED.
Unadjusted Q1A Answer:

Activity Status:	Done	Activity Updated:	1/10/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 03:20AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:20AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00800709597

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	8/9/07 12:00AM
In Service Date:	8/9/07 12:00AM
Production Date:	5/25/07 12:00AM

Service Request

Service Request #:	S00800709597
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/7/08 06:54AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/7/08 06:54AM
Assigned Dealer:	
Identified Dealer:	BMW Northwest
Date Resolved:	
Resolve Rep:	
Date Closed:	1/16/08 04:49AM
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	SEATS - UPHOLSTERY & C	5200	SEATS - UPHOLSTERY & CHILD SEAT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00800709597

Activity Status:	Done	Activity Updated:	1/7/08 06:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/7/08 06:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/7/08 06:54AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026802780
Survey Type: Phone
Dealer Code: 46038
Service Advisor SSN: 9458
Service Advisor Cust Pay Code: 65
Service Advisor First Name: KEITH
Service Advisor Last Name: VANWINKLE
Service Tech SSN: 0167
Service Tech Cust Pay Code: 19
Service Tech First Name: MIKE
Service Tech Last Name: ALDER
Repair Date: 12/05/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: N
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANU53568[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 222509
Call Disposition Code: CMP
Call Date: 01/02/2008
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: 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 BRAND NEW VEHICLE HAS GONE IN 3 TIMES FOR THE SAME PROBLEM. HE HAS PROBLEM WITH THE SEAT FEATURE. NOW THE I-POD ADAPTER IS NOT WORKING. THE SEAT ADJUSTMENTS ARE NOT BEING SAVED. HE HAS ALWAYS HAD ACURA OR HONDA. HE NEVER HAD PROBLEMS O

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. Attemps #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/08 04:49AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:49AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code f		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00800903766

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	DES MOINES, IA[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	12/26/06 12:00AM
In Service Date:	12/26/06 12:00AM
Production Date:	10/12/06 12:00AM

Service Request

Service Request #:	S00800903766
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/9/08 02:00AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/9/08 02:00AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/14/08 03:24AM
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 ELECTRICAL & CC	1200	ENGINE ELECTRICAL & 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

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Customer Service Request Detail # S00800903766

Activity Status:	Done	Activity Updated:	1/9/08 02:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/9/08 02:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/9/08 02:00AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027015969
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 0636
Service Advisor Cust Pay Code: 83356
Service Advisor First Name: Tyler
Service Advisor Last Name: Vanweelden
Service Tech SSN: 0440
Service Tech Cust Pay Code: 83339
Service Tech First Name: TEUFIK
Service Tech Last Name: PAJIC
Repair Date: 12/17/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANB53537C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 037884
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: 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: MIKE RODEN ANSWERED. CUSTOMER STATED THEY TRIED TO GET IN BY ROADSIDE ASSISTANCE BECAUSE THE VEHICLE WOULD NOT START. ROADSIDE DROPPED THE BALL AND THEY WERE TOWED IN BY AN INDEPENDENT COMPANY. THE CENTER REPLACED THE FAULTY SENSORS AND THE WORK WAS

Activity Status:	Done	Activity Updated:	1/9/08 05:18PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	1/9/08 05:17PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	1/10/08 03:11AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attemps #1. Call code 09
Activity Updated:	1/10/08 03:11AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/10/08 03:21PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/10/08 03:19PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	no answer		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 03:24AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:24AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code 05		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00801103591

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	5/14/07 12:00AM
In Service Date:	5/14/07 12:00AM
Production Date:	4/4/07 12:00AM

Service Request

Service Request #:	S00801103591
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/11/08 01:11AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/11/08 01:11AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/18/08 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
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
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

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Customer Service Request Detail # S00801103591

Activity Status:	Done	Activity Updated:	1/11/08 01:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/11/08 01:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/11/08 01:11AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027064517
Survey Type:
Dealer Code:
Service Advisor SSN: 7454
Service Advisor Cust Pay Code: 7454
Service Advisor First Name: JOE
Service Advisor Last Name: GRECO
Service Tech SSN: 3203
Service Tech Cust Pay Code: 3203
Service Tech First Name: DANIEL
Service Tech Last Name: JOMANT
Repair Date: 12/28/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANU53518C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 096810
Call Disposition Code: CMP
Call Date: 01/07/2008
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:
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 COULD BE CONTACTED ON CELL (786)-255-6156 OR AT WORK AT (954)-745-1750.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadjusted Q6a Answer:	...

Activity Status:	Open	Activity Updated:	1/15/08 11:16AM
Activity Type	Initial Customer Contact	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	1/15/08 11:16AM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Dialer Pop		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/17/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/17/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/18/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/18/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00801404302

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi Sedan
Mileage:	
Sale:	11/30/06 12:00AM
In Service Date:	11/30/06 12:00AM
Production Date:	11/2/06 12:00AM

Service Request

Service Request #:	S00801404302
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/14/08 02:07AM
Created By:	ISKY, AAARA
Rep Assigned:	Hawley, Darlene
Date Assigned:	1/15/08 11:06AM
Assigned Dealer:	
Identified Dealer:	BMW Gallery
Date Resolved:	
Resolve Rep:	
Date Closed:	1/15/08 11:06AM
Close Rep:	Hawley, Darlene
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
doc complaint

Attachments

File Name	Comments

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Customer Service Request Detail # S00801404302

Activity Status:	Done	Activity Updated:	1/14/08 02:07AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/14/08 02:07AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/14/08 02:07AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027022777
Survey Type: Phone
Dealer Code: 56568
Service Advisor SSN: 0430
Service Advisor Cust Pay Code: 530
Service Advisor First Name: KIP
Service Advisor Last Name: RENAS
Service Tech SSN: 1676
Service Tech Cust Pay Code: 52
Service Tech First Name: GREG
Service Tech Last Name: BARAK
Repair Date: 12/19/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANF33597C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 538390
Call Disposition Code: CMP
Call Date: 01/09/2008
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 HAD THREE COMPUTER FAILURES WITH HIS VEHICLE AND HE IS VERY DISAPPOINTED WITH THIS VEHICLE, BUT THE SERVICE FROM THE CENTER WAS EXCELLENT.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...

... Answer: Unadjusted Q5a Answer:	...

Activity Status:	Done	Activity Updated:	1/15/08 11:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/15/08 11:02AM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt cust		

Note Created: 1/15/08 11:03AM	Note Created By: Hawley, Darlene	Note Type: Initial Customer Contact

upset computer sys in veh failed 3 times. incorrect messages about all-wheel drive, flat tire monitor...etc. writer apologized for dissat	

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Customer Service Request Detail # S00801600303

Customer

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

Service Request

Service Request #:	S00801600303
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/16/08 04:17AM
Created By:	ISKY, AAARA
Rep Assigned:	Hawley, Darlene
Date Assigned:	1/16/08 04:18PM
Assigned Dealer:	
Identified Dealer:	Preston BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/16/08 04:21PM
Close Rep:	Hawley, Darlene
Issue Note:	iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	12/31/07 12:00AM
In Service Date:	12/31/07 12:00AM
Production Date:	11/9/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
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
apologized for dissat nothing further at this time. left # if any other concerns arise

Attachments

File Name	Comments

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Customer Service Request Detail # S00801600303

Activity Status:	Done	Activity Updated:	1/16/08 04:17AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/16/08 04:17AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 1/16/08 04:17AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027035645
Survey Type: Phone
Dealer Code: 20635
Sales Advisor Id: 0000014120
Sales Advisor First Name: MICHAEL
Sales Advisor Last Name: WESTCOTT
Retail Date: 12/31/2007
Customer Salutation: Mrs.
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANU53508C[redacted]
VIN 7: C[redacted]
Call Disposition Code: CMP
Call Date: 01/12/2008
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 SHE IS NOT AS HAPPY WITH THIS VEHICLE. SHE SAID THE SOUND SYSTEM IS NOT AS NICE AND THE BRAKES ARE NOT AS GOOD.
Unadjusted Q1A Answer:

Activity Status:	Done	Activity Updated:	1/16/08 01:15PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/16/08 01:11PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt mr. cox		

Note Created: 1/16/08 01:14PM	Note Created By: Hawley, Darlene	Note Type: Initial Customer Contact

believes wife was just felt that brakes were a little different and sound system not quite as good? no particular problem. writer advsd if there is a problem, our service center would have to address to determine if a problem even exists of if there are just characteristics that she is unhappy w. writer left number and he will have wife cb if anything else..

Activity Status:	Done	Activity Updated:	1/16/08 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	1/16/08 04:16PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	CCI for Darlene - trans to her directly.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/08 04:21PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/16/08 04:19PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt mrs. cox. (trans by C.R.)		

Note Created: 1/16/08 04:20PM	Note Created By: Hawley, Darlene	Note Type: Customer Interaction

cust just wanted to discuss her dissat w veh itself... sound and brakes... will discuss w svc next time she's in. no actual problem.

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Customer Service Request Detail # S00801702180

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	7/13/07 12:00AM
In Service Date:	7/13/07 12:00AM
Production Date:	6/1/07 12:00AM

Service Request

Service Request #:	S00801702180
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/17/08 01:11AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/17/08 01:11AM
Assigned Dealer:	
Identified Dealer:	Murray BMW of Denver
Date Resolved:	
Resolve Rep:	
Date Closed:	1/21/08 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	BODY - FENDERS, HOOD,	4102	WIND NOISE
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

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Customer Service Request Detail # S00801702180

Activity Status:	Done	Activity Updated:	1/17/08 01:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/17/08 01:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/17/08 01:11AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027098083
Survey Type: Phone
Dealer Code: 05095
Service Advisor SSN: 6077
Service Advisor Cust Pay Code: 20490
Service Advisor First Name: DAVID
Service Advisor Last Name: CHOATE
Service Tech SSN: 7136
Service Tech Cust Pay Code: 237
Service Tech First Name: Carl
Service Tech Last Name: Wooten
Repair Date: 12/31/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBANV93508C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 176136
Call Disposition Code: CMP
Call Date: 01/10/2008
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: 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 DESIRES A CALL FROM BMW NA. CUSTOMER STATED HE DID NOT GET ANY PAPER WORK WHEN HE LEFT. HE STILL HEARS AN AIR LEAK IN ONE OF THE WINDOWS. THE I DRIVE RESETS ITSELF CONSTANTLY. ALL THEY HAD TO TELL HIM WAS THAT HE NEEDED NEW SOFTWARE.
Unadjusted Q1a Answer:
...

... Un	...

Activity Status:	Done	Activity Updated:	1/18/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/18/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/21/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/21/08 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:

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Customer Service Request Detail # S00801800525

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	12/30/06 12:00AM
In Service Date:	12/30/06 12:00AM
Production Date:	11/27/06 12:00AM

Service Request

Service Request #:	S00801800525
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/18/08 12:37AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/18/08 12:37AM
Assigned Dealer:	
Identified Dealer:	Leith BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/28/08 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

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Customer Service Request Detail # S00801800525

Activity Status:	Done	Activity Updated:	1/18/08 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/18/08 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/18/08 12:37AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027114298
Survey Type: Phone
Dealer Code: 55200
Service Advisor SSN: 6250
Service Advisor Cust Pay Code: 6250
Service Advisor First Name: Jermaine
Service Advisor Last Name: Brodie
Service Tech SSN: 6598
Service Tech Cust Pay Code: 6598
Service Tech First Name: NATHAN
Service Tech Last Name: FRONCZAK
Repair Date: 12/17/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: C
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: 7[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 273629
Call Disposition Code: TPI
Call Date: 01/14/2008
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: 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: TPI NAME: ARTHUR HOCH. CUSTOMER STATED THEY ARE CONSIDERING NOT PURCHASING ANOTHER BMW. HE SAID LEITH BMW IS HARD TO SCHEDULE SERVICE VISITS.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadju	...

Activity Status:	Done	Activity Updated:	1/18/08 04:31PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/18/08 04:31PM	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 Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	1/21/08 03:01AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #1. Call code 03
Activity Updated:	1/21/08 03:01AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/28/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code f		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00801802872

Customer

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

Service Request

Service Request #:	S00801802872
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/18/08 01:14AM
Created By:	ISKY, AAARA
Rep Assigned:	Gammon, Jason
Date Assigned:	1/18/08 04:37PM
Assigned Dealer:	
Identified Dealer:	Don Mackey BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/22/08 12:18PM
Close Rep:	Gammon, Jason
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	7/31/07 12:00AM
In Service Date:	7/31/07 12:00AM
Production Date:	6/18/07 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
call attempts satisfied. isky closed

Attachments

File Name	Comments

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Customer Service Request Detail # S00801802872

Activity Status:	Done	Activity Updated:	1/18/08 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/18/08 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/18/08 01:14AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027125606
Survey Type: Phone
Dealer Code: 10701
Service Advisor SSN: 4901
Service Advisor Cust Pay Code: 246
Service Advisor First Name: WERNER
Service Advisor Last Name: UHRIG
Service Tech SSN: 8612
Service Tech Cust Pay Code: 299
Service Tech First Name: MIKE
Service Tech Last Name: POPE
Repair Date: 01/07/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANU53568[redacted]
VIN 7: [redacted]
Invoice Number/RO Number: 099984
Call Disposition Code: CMP
Call Date: 01/12/2008
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 WILL NEVER PURCHASE ANOTHER BMW. SHE SAID SHE WAS SPEAKING TO SOMEONE ON MONDAY.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadjusted Q6a Answer:	...

Activity Status:	Done	Activity Updated:	1/18/08 04:37PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/18/08 04:37PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	wrong #		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/22/08 12:18PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/22/08 12:18PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	[redacted] is fax, unable to leave msg		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00801904027

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	3/18/07 12:00AM
In Service Date:	3/18/07 12:00AM
Production Date:	2/8/07 12:00AM

Service Request

Service Request #:	S00801904027
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/19/08 01:30AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/19/08 01:30AM
Assigned Dealer:	
Identified Dealer:	Chapman BMW on Camelback
Date Resolved:	
Resolve Rep:	
Date Closed:	1/28/08 03:11AM
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

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Customer Service Request Detail # S00801904027

Activity Status:	Done	Activity Updated:	3/2/08 02:00PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/19/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/19/08 01:30AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027103689
Survey Type: Phone
Dealer Code: 10729
Service Advisor SSN: 9888
Service Advisor Cust Pay Code: B67
Service Advisor First Name: Mark
Service Advisor Last Name: Ostaszewski
Service Tech SSN: 5170
Service Tech Cust Pay Code: B30
Service Tech First Name: Trevor
Service Tech Last Name: Miller
Repair Date: 01/03/2008
Customer Salutation:
Customer First Name[redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone[redacted]
VIN 17: WBANB53547C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 585927
Call Disposition Code: CMP
Call Date: 01/15/2008
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: 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 CONTACT FROM BMW NA ABOUT THE ISSUES. CUSTOMER STATED THE CENTER TOLD HER THAT THEY WOULD REIMBURSE HER FOR A MONTHS PAYMENT BECAUSE HAD IT FOR A MONTH. THE PROBLEM IS STILL THERE. A TECHNICIAN FROM BMW NA CAME OUT ABOUT SEVEN MON

Activity Status:	Done	Activity Updated:	3/2/08 02:00PM
Activity Type	Initial Customer Contact	Activity Updated By:	DupCustRemoval, 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. Attemps #1. Call code d		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/2/08 02:00PM
Activity Type	Final Customer Contact	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:11AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attemps #2. Call code d		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00802502699

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	3/27/07 12:00AM
In Service Date:	3/27/07 12:00AM
Production Date:	2/12/07 12:00AM

Service Request

Service Request #:	S00802502699
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/25/08 01:10AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/25/08 01:10AM
Assigned Dealer:	
Identified Dealer:	Pacific BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/31/08 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
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	BRAKES	3400	BRAKES

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00802502699

Activity Status:	Done	Activity Updated:	1/25/08 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 01:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027179167
Survey Type:
Dealer Code: 76837
Service Advisor SSN: 6171
Service Advisor Cust Pay Code: 9179
Service Advisor First Name: GREG
Service Advisor Last Name: BAKALYAN
Service Tech SSN: 2030
Service Tech Cust Pay Code: 9468
Service Tech First Name: BRANDON
Service Tech Last Name: WEBER
Repair Date: 12/27/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE73517C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 052829
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: 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 WAS EXTREMELY UNSATISFIED WITH THE SERVICE HE RECEIVED. THE SERVICE MANAGER DID NOT WANT TO EVEN GET OUT OF HER CHAIR TO HELP HIM OUT. HIS BRAKE PADS WERE ALSO CHANGED AND THEY MAKE A LOUD WHISTLING SOUND. HE DOES NOT EVEN WANT TO TAKE IT IN

Activity Status:	Done	Activity Updated:	1/30/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 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:	1/31/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 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:

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Customer Service Request Detail # S00802503707

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i Sedan
Mileage:	
Sale:	12/28/07 12:00AM
In Service Date:	12/28/07 12:00AM
Production Date:	10/12/07 12:00AM

Service Request

Service Request #:	S00802503707
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/25/08 01:43AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/25/08 01:43AM
Assigned Dealer:	
Identified Dealer:	BMW North Scottsdale
Date Resolved:	
Resolve Rep:	
Date Closed:	1/31/08 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

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Customer Service Request Detail # S00802503707

Activity Status:	Done	Activity Updated:	1/25/08 01:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 01:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 01:43AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027224268
Survey Type: Phone
Dealer Code: 20741
Service Advisor SSN: 2151
Service Advisor Cust Pay Code: 71510
Service Advisor First Name: RON
Service Advisor Last Name: DAVIS
Service Tech SSN: 6661
Service Tech Cust Pay Code: 392
Service Tech First Name: JACK
Service Tech Last Name: BOATRIGHT
Repair Date: 01/16/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBANW53598C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 314227
Call Disposition Code: TPI
Call Date: 01/19/2008
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 DESIRES A CALL FROM BMW NA. TPI NAME: ROGER DUNBAR. CUSTOMER STATED HE HAS HAD CONTINUOUS ISSUES WITH THE SOFTWARE PROGRAM WHICH BMW NORTH SCOTTSDALE HAS DONE EVERYTHING THEY CAN POSSIBLY DUE TO CORRECT THE ISSUE, BUT HAVE NOT BEEN ABLE TO FIX. HE S

Activity Status:	Done	Activity Updated:	1/30/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 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:	1/31/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 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:

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Customer Service Request Detail # S00802602002

Customer

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

Service Request

Service Request #:	S00802602002
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/26/08 12:54AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/26/08 12:54AM
Assigned Dealer:	
Identified Dealer:	Braman BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/31/08 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):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	5/22/06 12:00AM
In Service Date:	5/22/06 12:00AM
Production Date:	4/13/06 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 COMPONI	3200	STEERING UNIT COMPONENTS
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

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Customer Service Request Detail # S00802602002

Activity Status:	Done	Activity Updated:	1/26/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/26/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/26/08 12:54AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027215982
Survey Type: Phone
Dealer Code: 20626
Service Advisor SSN: 8105
Service Advisor Cust Pay Code: 2040
Service Advisor First Name: REIMEL
Service Advisor Last Name: CORVO
Service Tech SSN: 0539
Service Tech Cust Pay Code: 184
Service Tech First Name: SADASHI
Service Tech Last Name: SHINOGI
Repair Date: 01/03/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE53517C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 472053
Call Disposition Code: CMP
Call Date: 01/21/2008
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: 25
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 WOULD LIKE A CALL FROM BOTH THE BMW CENTER AND BMW NA AT (786) 712-4177. CUSTOMER STATED THEY TOLD HIM IN ORDER TO FIND PROBLEM THEY WOULD HAVE TO DO AN ALIGNMENT AND FIX THE STEERING STABILITY. HE SAID TO GO AHEAD AND FIX EVERYTHING BUT AFTER THEY DID

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 o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/31/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 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:

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Customer Service Request Detail # S00802603428

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	5/5/06 12:00AM
In Service Date:	5/5/06 12:00AM
Production Date:	3/2/06 12:00AM

Service Request

Service Request #:	S00802603428
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/26/08 01:36AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/26/08 01:36AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/31/08 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
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00802603428

Activity Status:	Done	Activity Updated:	1/26/08 01:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/26/08 01:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/26/08 01:36AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027222374
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 8018
Service Advisor Cust Pay Code: 357
Service Advisor First Name: DON
Service Advisor Last Name: ECCKER
Service Tech SSN: 2138
Service Tech Cust Pay Code: 682
Service Tech First Name: NEIL
Service Tech Last Name: BARRY
Repair Date: 01/12/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: S
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73587C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 403322
Call Disposition Code: CMP
Call Date: 01/21/2008
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 BACK REGARDING HIS UNHAPPINESS WITH BMW NA AND HOW THEY HAVE DONE A TERRIBLE JOB SUPPORTING THIS CENTER. HE WAS VERY HAPPY WITH THIS CENTER AND ALL THEY DID. THE I DRIVE SYSTEM DOES NOT WORK PROPERLY, HE CANNOT USE THE CHARGER FO

Activity Status:	Done	Activity Updated:	1/29/08 05:09PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/29/08 05:09PM	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:	1/30/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 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:	1/31/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code k		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00802603698

Customer

Name:	Mr. [redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	BOCA RATON, FL [redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525i
Mileage:	
Sale:	2/20/06 12:00AM
In Service Date:	2/20/06 12:00AM
Production Date:	1/18/06 12:00AM

Service Request

Service Request #:	S00802603698
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/26/08 01:44AM
Created By:	ISKY, AAARA
Rep Assigned:	Wood, Amber
Date Assigned:	1/30/08 04:38PM
Assigned Dealer:	
Identified Dealer:	Vista Motor Company
Date Resolved:	
Resolve Rep:	
Date Closed:	1/30/08 04:38PM
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
SV29	SERVICE - PRODUCT ISSUE	Seat Belts & Accessories for	7200	Seat Belts & Accessories for Body
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution
was instructed not to call back.

Attachments

File Name	Comments

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Customer Service Request Detail # S00802603698

Activity Status:	Done	Activity Updated:	1/26/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/26/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/26/08 01:44AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027126363
Survey Type: Phone
Dealer Code: 46697
Service Advisor SSN: 0996
Service Advisor Cust Pay Code: 281
Service Advisor First Name: LUIS
Service Advisor Last Name: GONZALEZ
Service Tech SSN: 8609
Service Tech Cust Pay Code: 714
Service Tech First Name: KEVIN
Service Tech Last Name: OCHS
Repair Date: 12/28/2007
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53516C[redacted]
VIN 7: CK[redacted]
Invoice Number: RO Number: 222582
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: 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: 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 CD PLAYER, SEAT BELT AND TIRE ROTATION WAS SCHEDULED. THE SERVICE ADVISOR MR. MCGALE TOLD HIM NO CHARGE WAS GOING TO BE ADDED. WHEN HE CAME BACK THERE WAS A $95 CHARGE. HE LEFT MERCEDES TO COME TO BMW BECAUSE OF CUSTOMER SERVICE. 12 M

Activity Status:	Done	Activity Updated:	1/30/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 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:	1/30/08 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/30/08 04:36PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	was told not to come back		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00803103753

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	7/14/07 12:00AM
In Service Date:	7/14/07 12:00AM
Production Date:	5/25/07 12:00AM

Service Request

Service Request #:	S00803103753
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/31/08 01:45AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/31/08 01:45AM
Assigned Dealer:	
Identified Dealer:	Crevier BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/7/08 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

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Customer Service Request Detail # S00803103753

Activity Status:	Done	Activity Updated:	1/31/08 01:45AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/31/08 01:45AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/31/08 01:45AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027351682
Survey Type: Phone
Dealer Code: 04552
Service Advisor SSN: 8144
Service Advisor Cust Pay Code: 107780
Service Advisor First Name: BRENT
Service Advisor Last Name: KUTZ
Service Tech SSN: 2138
Service Tech Cust Pay Code: 99202
Service Tech First Name: Jose
Service Tech Last Name: Sanchez
Repair Date: 01/19/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13508C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 364360
Call Disposition Code: TPI
Call Date: 01/25/2008
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: 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: TPI NAME: JEFF BRIGHT. CUSTOMER STATED HE PURCHASED THE VEHICLE AT CREVIER BMW AND HAD TO DRIVE AN HOUR AND 45 MINUTES TO GET THERE TO HAVE SATELLITE RADIO INSTALLED. THAT WORKED OUT WELL HOWEVER, HE ALSO HAD A PROBLEM WITH THE AIRBAGS. THEY DID NOT FIX THEM AND

Activity Status:	Done	Activity Updated:	2/6/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 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:	2/7/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/7/08 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:

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Customer Service Request Detail # S00803202726

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	9/21/07 12:00AM
In Service Date:	5/20/06 12:00AM
Production Date:	3/17/06 12:00AM

Service Request

Service Request #:	S00803202726
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/1/08 01:33AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/1/08 01:33AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/8/08 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	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

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Customer Service Request Detail # S00803202726

Activity Status:	Done	Activity Updated:	2/1/08 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/1/08 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/1/08 01:33AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027169624
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 3558
Service Advisor Cust Pay Code: 359
Service Advisor First Name: STEPHANIE
Service Advisor Last Name: HURSTROM
Service Tech SSN: 8593
Service Tech Cust Pay Code: 469
Service Tech First Name: TIMOTHY
Service Tech Last Name: ASAM
Repair Date: 01/10/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE735X7C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 001430
Call Disposition Code: CMP
Call Date: 01/25/2008
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: 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 STATED THE VISIT WAS FOR AN OIL CHANGE AND TO REPAIR A CIGARETTE LIGHTER. SHE WAS NOT VERY HAPPY. SHE WAS TOLD THE VISIT WOULD TAKE TWO TO THREE HOURS. AFTER THAT TIME PASSED, SHE CALLED AND WAS TOLD IT WOULD TAKE FOUR HOURS. AFTER THE FOUR HOURS, THEY DID

Activity Status:	Done	Activity Updated:	2/7/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/7/08 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:	2/8/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/8/08 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:

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Customer Service Request Detail # S00803303948

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	APT 159
City/State/Zip:	AVENTURA, FL[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	8/5/06 12:00AM
In Service Date:	8/5/06 12:00AM
Production Date:	6/27/06 12:00AM

Service Request

Service Request #:	S00803303948
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/2/08 01:58AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/2/08 01:58AM
Assigned Dealer:	
Identified Dealer:	Lauderdale BMW of Pembroke Pines
Date Resolved:	
Resolve Rep:	
Date Closed:	2/11/08 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	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

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Customer Service Request Detail # S00803303948

Activity Status:	Done	Activity Updated:	2/2/08 01:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/2/08 01:58AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/2/08 01:58AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027187568
Survey Type: Phone
Dealer Code: 75784
Service Advisor SSN: 8077
Service Advisor Cust Pay Code: 8077
Service Advisor First Name: KEVIN
Service Advisor Last Name: ANIUNAS
Service Tech SSN: 6068
Service Tech Cust Pay Code: 6068
Service Tech First Name: JOSE
Service Tech Last Name: FERRIERA
Repair Date: 01/10/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73517C[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 222371
Call Disposition Code: CMP
Call Date: 01/29/2008
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 HE SAID HE WANTS A CALL FROM BMW NA. THE CENTER HAD THE VEHICLE FOR OVER A WEEK TO FIX THE CD PLAYER AND IT IS STILL NOT WORKING. THE CENTER GAVE HIM A LOT OF HASSLE. HE RECEIVED DIFFERENT STORIES EVERY TIME HE CALLED. HE SAID THEY NEED TO TAKE CARE O

Activity Status:	Done	Activity Updated:	2/8/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/8/08 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:	2/11/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/11/08 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:

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Customer Service Request Detail # S00803808715

Customer

Name:	Mrs[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	STE 208
City/State/Zip:	MARRIOTTSVILLE, MD[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	12/28/06 12:00AM
In Service Date:	12/28/06 12:00AM
Production Date:	4/3/06 12:00AM

Service Request

Service Request #:	S00803808715
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/7/08 05:13AM
Created By:	ISKY, AAARA
Rep Assigned:	Gammon, Jason
Date Assigned:	2/12/08 05:01PM
Assigned Dealer:	
Identified Dealer:	Russel BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/12/08 05:01PM
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
spoke with wife, advsd does not know if req cb, took cr info and advsd will have husband cb if has questions or needs assistance

Attachments

File Name	Comments

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Customer Service Request Detail # S00803808715

Activity Status:	Done	Activity Updated:	2/7/08 05:13AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/7/08 05:13AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/7/08 05:13AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027144151
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: 0120
Service Tech Cust Pay Code: 012
Service Tech First Name: RICHARD
Service Tech Last Name: HARKNESS
Repair Date: 01/04/2008
Customer Salutation: Mrs.
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANB53547C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 124010
Call Disposition Code: TPI
Call Date: 02/02/2008
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: TPI NAME: KEVIN MCGOVERN. CUSTOMER STATED HE HAS NO PROBLEMS WITH THE CENTER. THEY ALWAYS TAKE CARE OF HIM BUT HE HAS A PROBLEM WITH BMW. HIS VEHICLE IS THIRTEEN MONTHS OLD AND HAS BEEN IN FOR SERVICE ALMOST EVERY MONTH. HE HAS REPEATED

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Customer Service Request Detail # S00803808715

Activity Status:	Done	Activity Updated:	2/12/08 05:01PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/12/08 05:00PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00804001327

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	6/20/06 12:00AM
In Service Date:	6/20/06 12:00AM
Production Date:	5/9/06 12:00AM

Service Request

Service Request #:	S00804001327
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/9/08 12:53AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/9/08 12:53AM
Assigned Dealer:	
Identified Dealer:	BMW of Lincoln
Date Resolved:	
Resolve Rep:	
Date Closed:	2/18/08 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

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Customer Service Request Detail # S00804001327

Activity Status:	Done	Activity Updated:	2/9/08 12:53AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/9/08 12:53AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/9/08 12:53AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027274895
Survey Type: Phone
Dealer Code: 23071
Service Advisor SSN:
Service Advisor Cust Pay Code: 3223
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN:
Service Tech Cust Pay Code: 3205
Service Tech First Name:
Service Tech Last Name:
Repair Date: 01/14/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANF73567C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 527491
Call Disposition Code: CMP
Call Date: 02/05/2008
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: 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 THERE WERE SEVERAL WARNING MESSAGES BUT THEY WERE ALL WRONG. SHE WILL NEVER PURCHASE A VEHICLE FROM BMW OF LINCOLN. BMW AS A WHOLE NEEDS TO DEAL WITH SOFTWARE PROBLEMS. BMW OF LINCOLN HAS NO COMPETITION IN THE AREA SO THEY DO NOT REALLY CARE TO IMPROVE THEIR CUSTOMERS SATISFACTIO

Activity Status:	Done	Activity Updated:	2/14/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/14/08 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:	2/18/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 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:

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Customer Service Request Detail # S00804205146

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	1/12/07 12:00AM
In Service Date:	1/12/07 12:00AM
Production Date:	12/7/06 12:00AM

Service Request

Service Request #:	S00804205146
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/11/08 02:29AM
Created By:	ISKY, AAARA
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	2/14/08 05:07PM
Assigned Dealer:	
Identified Dealer:	South Motors BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/14/08 05:07PM
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
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
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Apologized for experience and documented case.

Attachments

File Name	Comments

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Customer Service Request Detail # S00804205146

Activity Status:	Done	Activity Updated:	2/11/08 02:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 02:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/11/08 02:29AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027475640
Survey Type: Phone
Dealer Code: 96603
Service Advisor SSN: 2686
Service Advisor Cust Pay Code: 813
Service Advisor First Name: Armando
Service Advisor Last Name: Acosta
Service Tech SSN: 2934
Service Tech Cust Pay Code: 652
Service Tech First Name: CARLOS
Service Tech Last Name: CAMARGO
Repair Date: 01/30/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53587C[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 478176
Call Disposition Code: CMP
Call Date: 02/05/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
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:
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: MS. BAKER. CUSTOMER DESIRES A CALL FROM BMW NA AND FROM THE CENTER. CUSTOMER STATED SHE STILL HAS A PROBLEM WITH THE VEHICLE. HER SERVICE ADVISOR, CARLOS DRAKE, HAS BEEN VERY NICE AND SHE IS HAPPY WITH HIM. THERE IS AN ELECTRICAL PROBLEM THE CENTER H

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Customer Service Request Detail # S00804205146

Activity Status:	Done	Activity Updated:	2/14/08 05:07PM
Activity Type	Initial Customer Contact	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	2/14/08 05:04PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	Discussed survey feedback.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00804505191

Customer

Name:	Ms.[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	LONG BEACH, CA[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	12/8/06 12:00AM
In Service Date:	12/8/06 12:00AM
Production Date:	10/20/06 12:00AM

Service Request

Service Request #:	S00804505191
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/14/08 02:13AM
Created By:	ISKY, AAARA
Rep Assigned:	Capossela, Korrine
Date Assigned:	2/19/08 04:38PM
Assigned Dealer:	
Identified Dealer:	South Bay BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/21/08 03:59PM
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
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

Solution Notes

Solution
2 call attempts- closed pending cb

Attachments

File Name	Comments

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Customer Service Request Detail # S00804505191

Activity Status:	Done	Activity Updated:	2/14/08 02:13AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/14/08 02:13AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/14/08 02:13AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027503387
Survey Type: Phone
Dealer Code: 22007
Service Advisor SSN: 5251
Service Advisor Cust Pay Code: 208
Service Advisor First Name: DARRYL
Service Advisor Last Name: KWOCK
Service Tech SSN: 0593
Service Tech Cust Pay Code: 253
Service Tech First Name: JACOB
Service Tech Last Name: TATARSKI
Repair Date: 02/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53547C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 064151
Call Disposition Code: CMP
Call Date: 02/08/2008
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: 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 IT TOOK LONGER THAN EXPECTED. WHEN SHE WENT THERE THEY TOLD HER THE SERVICE ENGINE LIGHT CAME ON AND THEY SAID NOTHING HAD TO BE SERVICED. SOMETHING WAS WRONG WITH THE RADIO. A MODULE WAS MISSING. THEY HAD TO FIX IT. A LOT OF TIME WAS W

Activity Status:	Done	Activity Updated:	2/19/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/19/08 04:38PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	automated system		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/20/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/20/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 08		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/20/08 01:54PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/20/08 01:54PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	called cust a[redacted], kept ringing no person or mesg picked up		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/21/08 03:58PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/21/08 03:58PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	called cust at[redacted] dead air and cust hung up		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00804604242

Customer

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

Service Request

Service Request #:	S00804604242
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/15/08 03:39AM
Created By:	ISKY, AAARA
Rep Assigned:	Capossela, Korrine
Date Assigned:	2/20/08 05:03PM
Assigned Dealer:	
Identified Dealer:	BMW of Riverside
Date Resolved:	
Resolve Rep:	
Date Closed:	2/20/08 05:04PM
Close Rep:	Capossela, Korrine
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	11/25/06 12:00AM
In Service Date:	6/30/06 12:00AM
Production Date:	4/12/06 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
cust sttd eevrything was fine, butm he may switch dlrs bc of loaners veh policy

Attachments

File Name	Comments

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Customer Service Request Detail # S00804604242

Activity Status:	Done	Activity Updated:	2/15/08 03:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/15/08 03:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/15/08 03:39AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027558408
Survey Type:
Dealer Code: 76886
Service Advisor SSN: 5022
Service Advisor Cust Pay Code: 338
Service Advisor First Name: Joshua
Service Advisor Last Name: Deason
Service Tech SSN: 4220
Service Tech Cust Pay Code: 375
Service Tech First Name: Bob
Service Tech Last Name: Mahoney
Repair Date: 02/07/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE73597C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 213917
Call Disposition Code: CMP
Call Date: 02/10/2008
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: 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 HAVE OWNED SEVERAL BMWS IN THE PAST. DUE TO THE LOCATION OF WHERE THEY LIVE, RIVERSIDE BMW IS THE CLOSEST TO THEM TO HAVE THEIR VEHICLE SERVICED. UNFORTUNATELY NO COURTESY VEHICLES ARE OFFERED TO CUSTOMERS AT NO CHARGE AT THIS LOCATION. AFTER

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Customer Service Request Detail # S00804604242

Activity Status:	Done	Activity Updated:	2/20/08 05:03PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/20/08 05:03PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	husnabd sttd everything was fine		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00804604955

Customer

Name:	Mr[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	STE 300
City/State/Zip:	BIRMINGHAM, MI[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	15,000
Sale:	4/24/06 12:00AM
In Service Date:	4/24/06 12:00AM
Production Date:	3/14/06 12:00AM

Service Request

Service Request #:	S00804604955
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/15/08 04:09AM
Created By:	ISKY, AAARA
Rep Assigned:	Young, Ron
Date Assigned:	2/20/08 05:00PM
Assigned Dealer:	
Identified Dealer:	Bavarian Motor Village, Ltd.
Date Resolved:	
Resolve Rep:	
Date Closed:	2/20/08 05:06PM
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
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 to call back if issues continue after he puts the RFT's back on the vehcile. provided # for call back.

Attachments

File Name	Comments

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Customer Service Request Detail # S00804604955

Activity Status:	Done	Activity Updated:	2/15/08 04:09AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/15/08 04:09AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/15/08 04:09AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027447967
Survey Type: Phone
Dealer Code: 12300
Service Advisor SSN: 1150
Service Advisor Cust Pay Code: 118
Service Advisor First Name: James
Service Advisor Last Name: Ball
Service Tech SSN: 2380
Service Tech Cust Pay Code: 198
Service Tech First Name: AARON
Service Tech Last Name: MCCLANAHAN
Repair Date: 01/29/2008
Customer Salutation: Mr.
Customer First Name: [redacted]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 040667
Call Disposition Code: CMP
Call Date: 02/11/2008
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 WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THEY WERE VERY HELPFUL AND WERE VERY FRIENDLY. JIM IS A GREAT PERSON BUT THE PROBLEM IS NOT GETTING CORRECTED. IT IS THE FIFTH TIME HE HAS BROUGHT HIS VEHICLE IN FOR THE TIRE PRESSURE MONITORING

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Customer Service Request Detail # S00804604955

Activity Status:	Done	Activity Updated:	2/20/08 05:06PM
Activity Type	Initial Customer Contact	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	2/20/08 05:00PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	spoke to cust regarding FTM concerns. dlr has worked to resolve but issues never went away.		

Note Created: 2/20/08 05:04PM	Note Created By: Young, Ron	Note Type: Initial Customer Contact

cust advised that the light is not on now because he has winter tires on it. cust said the dlr has changed the sensors and have put air in the tires with no resolve.	

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Customer Service Request Detail # S00804908224

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	11/29/06 12:00AM
In Service Date:	11/29/06 12:00AM
Production Date:	10/19/06 12:00AM

Service Request

Service Request #:	S00804908224
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/18/08 05:35AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/18/08 05:35AM
Assigned Dealer:	
Identified Dealer:	Northwest BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/25/08 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

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Customer Service Request Detail # S00804908224

Activity Status:	Done	Activity Updated:	2/18/08 05:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 05:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 05:35AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027545137
Survey Type: Phone
Dealer Code: 20596
Service Advisor SSN: 4075
Service Advisor Cust Pay Code: 257
Service Advisor First Name: MURRAY
Service Advisor Last Name: CARTER
Service Tech SSN: 6740
Service Tech Cust Pay Code: 242
Service Tech First Name: MICHELLE
Service Tech Last Name: KENDRICK
Repair Date: 01/30/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: N
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANF73517C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 142231
Call Disposition Code: CMP
Call Date: 02/14/2008
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: 0
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 THE SERVICE TOOK A DAY LONGER AND THE CENTER STILL COULD NOT FIND THE PROBLEM WITH THE NAVIGATION SYSTEM. THERE HAS BEEN THREE VISITS FOR THE SAME PROBLEM. HE SAID HE IS TIRED TO TAKING THE VEHICLE IN.
Unadjusted Q1a Answer:
Unadjusted Q1a Other ...

...		...	
Activity Status:	Done	Activity Updated:	2/22/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 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:	2/25/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00805301720

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	6,000
Sale:	1/22/07 12:00AM
In Service Date:	1/22/07 12:00AM
Production Date:	12/19/06 12:00AM

Service Request

Service Request #:	S00805301720
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/22/08 12:48AM
Created By:	ISKY, AAARA
Rep Assigned:	Stern, Rebecca
Date Assigned:	2/26/08 05:41PM
Assigned Dealer:	BMW of Bayside
Identified Dealer:	BMW of Bayside
Date Resolved:	
Resolve Rep:	
Date Closed:	2/26/08 05:54PM
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
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
wrtr apologized to cust and doc complications he has had with car's idrive.

Attachments

File Name	Comments

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Customer Service Request Detail # S00805301720

Activity Status:	Done	Activity Updated:	2/22/08 12:48AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/22/08 12:48AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/22/08 12:48AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027661772
Survey Type: Phone
Dealer Code: 10695
Service Advisor SSN: 4257
Service Advisor Cust Pay Code: 4257
Service Advisor First Name: JOSE
Service Advisor Last Name: GONZALEZ
Service Tech SSN: 3234
Service Tech Cust Pay Code: 3234
Service Tech First Name: TONIS
Service Tech Last Name: LAURITS
Repair Date: 02/14/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73537C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 232223
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:
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 WAS VERY SATISFIED WITH THE SERVICE AT BAYSIDE. HE BLAMES THE PRODUCT. HE SAID THE COMPUTER WAS REPROGRAMMED AND IT IS NOW MALFUNCTIONING. HE SAID THEY ALSO CHANGED THE OIL SENSOR WHICH REPEATED TO MALFUNCTION.
Unadjusted Q1a Answer:

Customer Service Request Detail # S00805301720

Activity Status:	Done	Activity Updated:	2/26/08 04:33PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	2/26/08 04:31PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	Left message with 3rd party female.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/26/08 05:54PM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	2/26/08 05:37PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cci sttd he brought car in for an oil change, 5k mls. cust sttd the day before, cust had a low oil light come on.		

Note Created: 2/26/08 05:37PM	Note Created By: Stern, Rebecca	Note Type: Customer Interaction

cust sttd he couldnt find any fully synth. cust sttd the car doesnt have a dipstick. cust drove car in next day. cust asked dlr what the "low oil light meant?" dlr sttd about 1 quart. cust sttd he received a call later in the day. cust sttd dlrshp sttd they changed the sensor, light was still on, dlr had to reprogram car. dlr had car for 2 days. dlr sttd comp. was crashing. cust sttd dlr performed great and was superb. cust sttd dlr was terrific. cust sttd he cant believe bmw got rid of the dip stick, cust sttd it is non-sense. cust sttd car is overly complicated. cust sttd the nav. screen that are in the models are not easy to use. cust sttd he recently purchased a garmin, cust sttd it is so easy. cust sttd he uses the garmin rather than the nav system in the car. cust sttd car is over tech. cust sttd the driveability is great/superb and is a great car.

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Customer Service Request Detail # S00805901821

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	2/28/07 12:00AM
In Service Date:	8/31/06 12:00AM
Production Date:	7/14/06 12:00AM

Service Request

Service Request #:	S00805901821
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/28/08 01:32AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/28/08 01:32AM
Assigned Dealer:	
Identified Dealer:	Competition BMW of Smithtown
Date Resolved:	
Resolve Rep:	
Date Closed:	3/3/08 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

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Customer Service Request Detail # S00805901821

Activity Status:	Done	Activity Updated:	2/28/08 01:32AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/28/08 01:32AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/28/08 01:32AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027639233
Survey Type: Phone
Dealer Code: 22800
Service Advisor SSN: 0521
Service Advisor Cust Pay Code: 426
Service Advisor First Name: GREG
Service Advisor Last Name: BOX
Service Tech SSN: 8582
Service Tech Cust Pay Code: 641
Service Tech First Name: Matthew
Service Tech Last Name: McMahon
Repair Date: 02/12/2008
Customer Salutation:
Customer First [redacted]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 122666
Call Disposition Code: CMP
Call Date: 02/23/2008
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: 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. CUSTOMER STATED THE NAVIGATION SYSTEM IS SUB STANDARD COMPARED TO OTHER VEHICLES HE HAS DRIVEN. THE NAVIGATION SYSTEM DOES NOT WORK WELL. WHEN HE INQUIRED ABOUT THE ISSUE, HE WAS TOLD HE WOULD HAVE TO PURCHASE

Activity Status:	Done	Activity Updated:	2/28/08 05:02PM
Activity Type	Initial Customer Contact	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	2/28/08 05:01PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	lm for customer to cb		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Initial Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	2/29/08 03:05AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #1. Call code 03
Activity Updated:	2/29/08 03:05AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/29/08 04:46PM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/29/08 04:45PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Left message with 3rd party male.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/3/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/3/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00806803290

Customer

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

Vehicle

Chassis # (US):	B [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	2/14/07 12:00AM
In Service Date:	2/14/07 12:00AM
Production Date:	1/16/07 12:00AM

Service Request

Service Request #:	S00806803290
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/8/08 01:14AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/8/08 01:14AM
Assigned Dealer:	
Identified Dealer:	Concours, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 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	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

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Customer Service Request Detail # S00806803290

Activity Status:	Done	Activity Updated:	3/8/08 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/8/08 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/8/08 01:14AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027738788
Survey Type: Phone
Dealer Code: 22900
Service Advisor SSN: 5157
Service Advisor Cust Pay Code: 208
Service Advisor First Name: Shawn
Service Advisor Last Name: Donnelly
Service Tech SSN: 3354
Service Tech Cust Pay Code: 106
Service Tech First Name: TODD
Service Tech Last Name: ENEA
Repair Date: 02/21/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE735X7E[redacted]
VIN 7: E[redacted]
Invoice Number/RO Number: 118336
Call Disposition Code: CMP
Call Date: 03/04/2008
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: 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 DID NOT RECEIVE THE LOANER LIKE HE HAD REQUESTED, AND WHEN THEY SENT HIM TO GET A RENTAL VEHICLE, THERE WAS NOT ONE AVAILABLE. HE IS NOT SURE IF THE PROBLEM IS FIXED OR NOT BECAUSE THE NAVIGATIO

Activity Status:	Done	Activity Updated:	3/12/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/12/08 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:	3/13/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 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:

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Customer Service Request Detail # S00807100177

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i
Mileage:	
Sale:	5/11/07 12:00AM
In Service Date:	5/11/07 12:00AM
Production Date:	4/4/07 12:00AM

Service Request

Service Request #:	S00807100177
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/11/08 12:33AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/11/08 12:33AM
Assigned Dealer:	
Identified Dealer:	East Bay BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 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
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

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Customer Service Request Detail # S00807100177

Activity Status:	Done	Activity Updated:	3/11/08 12:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/11/08 12:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/11/08 12:33AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027663963
Survey Type: Phone
Dealer Code: 10731
Service Advisor SSN: 5643
Service Advisor Cust Pay Code: 717
Service Advisor First Name: Ian
Service Advisor Last Name: Sutherland
Service Tech SSN: 3221
Service Tech Cust Pay Code: 714
Service Tech First Name: CHRIS
Service Tech Last Name: PETERSEN
Repair Date: 02/06/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: G
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13568C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 219998
Call Disposition Code: CMP
Call Date: 03/05/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
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:
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 TOOK HER VEHICLE IN BECAUSE THERE WAS A LONG STANDING PROBLEM WITH HER SATELLITE RADIO. THEY TOLD HER IT WAS BECAUSE OF HER CELL PHONE AND THAT SHE NEEDED TO GET ONE THAT WAS ON THE APPROVED LIST. SHE PURCHASED A NEW PHONE AND IT DID NOT HELP THE PR

Activity Status:	Done	Activity Updated:	3/12/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/12/08 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:	3/13/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 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:

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Customer Service Request Detail # S00807204426

Customer

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

Service Request

Service Request #:	S00807204426
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/12/08 01:39AM
Created By:	ISKY, AAARA
Rep Assigned:	Smith, Heath
Date Assigned:	3/12/08 04:53PM
Assigned Dealer:	
Identified Dealer:	Irvine BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 03:27PM
Close Rep:	Smith, Heath
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i Sedan
Mileage:	
Sale:	12/29/07 12:00AM
In Service Date:	6/25/07 12:00AM
Production Date:	4/16/07 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Writer LM on cust VM stting part for PDC repair is in and the veh will need to be seen by shop frman to verify if part is defective. Ernsto is poc Writer spoke to Ernesto SM. Sttd the replacement part has been ordered and received. Sttd he would need to see the veh for his shop foreman to diagnose whether the repair will be covered under warr. SM sttd he was contacting cust to further explain.

Attachments

File Name	Comments

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Customer Service Request Detail # S00807204426

Activity Status:	Done	Activity Updated:	3/12/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/12/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/12/08 01:39AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027670831
Survey Type: Phone
Dealer Code: 21188
Service Advisor SSN: 5985
Service Advisor Cust Pay Code: 50024
Service Advisor First Name: Rigo
Service Advisor Last Name: Hernandez
Service Tech SSN: 3665
Service Tech Cust Pay Code: 50099
Service Tech First Name: Alejandro
Service Tech Last Name: Gonzalez
Repair Date: 02/13/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANW33548C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 338915
Call Disposition Code: DNA
Call Date: 03/06/2008
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 WISHES FOR BMW NA TO CALL HIM. HE HAS A PROBLEM ABOUT HAVING TO PAY FOR A SENSOR ON HIS LEASED VEHICLE AND HE HAS TALKED TO HIS LAWYER. THE SENSOR IS TO STOP THE VEHICLE FROM ROLLING OVER A CURB. HE SAID

Activity Status:	Done	Activity Updated:	3/12/08 05:09PM
Activity Type	Initial Customer Contact	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/12/08 04:44PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cust stts the PDC (park distance control) unit malfunctioned and he hit a curb while backing up veh. Cust is seeking gw on repair.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/13/08 02:39PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/13/08 02:39PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer spoke to Ernesto SM. Sttd he would investigate issue and call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/13/08 02:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/13/08 02:40PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer spoke to Ernesto SM. Sttd the replacement part has been ordered and received. Sttd he would need to see the veh for his shop foreman to		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/13/08 03:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/13/08 03:23PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Ernesto LM for writer req call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/13/08 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/13/08 03:24PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer LM on cust VM stting part for PDC repair is in and the veh will need to be seen by shop frman to verify if part is defective. Ernsto is poc		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00807204426

Activity Status:	Done	Activity Updated:	3/13/08 03:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	3/13/08 03:26PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer LM with Ernesto SM to verify I have reached out to cust, also.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00807405761

Customer

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

Service Request

Service Request #:	S00807405761
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/14/08 01:49AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/14/08 01:49AM
Assigned Dealer:	
Identified Dealer:	Elmhurst BMW
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.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sports Wagon
Mileage:	
Sale:	1/19/08 12:00AM
In Service Date:	1/19/08 12:00AM
Production Date:	12/5/07 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	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

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Customer Service Request Detail # S00807405761

Activity Status:	Done	Activity Updated:	3/14/08 01:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/14/08 01:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/14/08 01:49AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027926114
Survey Type: Phone
Dealer Code: 85200
Service Advisor SSN: 6317
Service Advisor Cust Pay Code: 13
Service Advisor First Name: JOSH
Service Advisor Last Name: LEVY
Service Tech SSN: 4165
Service Tech Cust Pay Code: 4
Service Tech First Name: KOREY
Service Tech Last Name: BOLLNOW
Repair Date: 02/29/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBAP173558C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 145666
Call Disposition Code: CMP
Call Date: 03/10/2008
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: 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 STATED IT TOOK A LONG TIME FOR THE VEHICLE TO BE RETURNED TO HIM. THE VEHICLE WAS KEPT AN EXTRA DAY AND HE WAS NOT CONTACTED. THE CRUISE CONTROL WAS NOT REPAIRED. HE SAID HE TRIED TO GET INFORMATION AND HE WOULD LIKE TO TALK TO SOMEONE FROM BMW NA.

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 q		

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 q		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00807705531

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	5/2/06 12:00AM
In Service Date:	5/2/06 12:00AM
Production Date:	3/27/06 12:00AM

Service Request

Service Request #:	S00807705531
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/17/08 02:36AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/17/08 02:36AM
Assigned Dealer:	
Identified Dealer:	Bill Jacobs BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/24/08 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

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Customer Service Request Detail # S00807705531

Activity Status:	Done	Activity Updated:	3/17/08 02:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/17/08 02:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/17/08 02:36AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027916224
Survey Type:
Dealer Code: 26792
Service Advisor SSN: 8421
Service Advisor Cust Pay Code: 5176
Service Advisor First Name: Michael
Service Advisor Last Name: Alwin
Service Tech SSN: 4287
Service Tech Cust Pay Code: 5147
Service Tech First Name: Zoltan
Service Tech Last Name: Balog
Repair Date: 03/05/2008
Customer Salutation:
Customer First Name[redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone[redacted]
VIN 17: WBANF73547CU22122
VIN 7: CU22122
Invoice Number/RO Number: 168951
Call Disposition Code: CMP
Call Date: 03/12/2008
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: 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 BMW HAS OVER DESIGNED THE VEHICLE AND IT IS DIFFICULT TO USE THE COMPUTER.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadjusted Q6a Answer:	...

Activity Status:	Done	Activity Updated:	3/20/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/20/08 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:	3/24/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/24/08 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:

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Customer Service Request Detail # S00808204159

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi Sedan
Mileage:	
Sale:	6/24/06 12:00AM
In Service Date:	6/24/06 12:00AM
Production Date:	5/8/06 12:00AM

Service Request

Service Request #:	S00808204159
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/22/08 01:37AM
Created By:	ISKY, AAARA
Rep Assigned:	Ellis, Jeremy
Date Assigned:	3/26/08 04:46PM
Assigned Dealer:	Morristown BMW
Identified Dealer:	Morristown BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/26/08 04:49PM
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
SV29	SERVICE - PRODUCT ISSUE	ENGINE - INTERNAL & EXT	1100	ENGINE - INTERNAL & EXTERNAL COMPO

Solution Notes

Solution
Cust stts issue has been resolved / cust unhappy w/repeat trips to dlr. Provided CR# to cust for any future issues.

Attachments

File Name	Comments

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Customer Service Request Detail # S00808204159

Activity Status:	Done	Activity Updated:	3/22/08 01:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/22/08 01:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/22/08 01:37AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027749029
Survey Type: Phone
Dealer Code: 16856
Service Advisor SSN: 4408
Service Advisor Cust Pay Code: 18044
Service Advisor First Name: WILLIAM
Service Advisor Last Name: VANDERBERG
Service Tech SSN: 4240
Service Tech Cust Pay Code: 0424
Service Tech First Name: JACK
Service Tech Last Name: WINTERS
Repair Date: 02/20/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANF33527C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 124412
Call Disposition Code: CMP
Call Date: 03/17/2008
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: 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 ENGINE OIL LEVEL WAS LOW SO HE TOOK HIS VEHICLE IN. THEY UPDATED THE SOFTWARE ALREADY BUT THE PROBLEM IS BACK AGAIN. HE SAID INSTEAD OF RUSHING THINGS, THEY SHOULD TAKE THEIR TIME TO CHECK AND FI

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Customer Service Request Detail # S00808204159

Activity Status:	Done	Activity Updated:	3/26/08 04:49PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/26/08 04:45PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Cust stts issue has been resolved / cust unhappy w/repeat trips to dlr. Provided CR# to cust for any future issues.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00808402644

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	2/14/07 12:00AM
In Service Date:	2/14/07 12:00AM
Production Date:	1/16/07 12:00AM

Service Request

Service Request #:	S00808402644
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/24/08 01:10AM
Created By:	ISKY, AAARA
Rep Assigned:	Coil, Jarrod
Date Assigned:	3/28/08 04:50PM
Assigned Dealer:	
Identified Dealer:	Fields BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/28/08 04:50PM
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
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
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
spoke with cust, apologized for break in issue while in for serv

Attachments

File Name	Comments

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Customer Service Request Detail # S00808402644

Activity Status:	Done	Activity Updated:	3/24/08 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/24/08 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/24/08 01:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028039036
Survey Type: Phone
Dealer Code: 96628
Service Advisor SSN: 0058
Service Advisor Cust Pay Code: 203
Service Advisor First Name: GERALD
Service Advisor Last Name: WILSON
Service Tech SSN: 9856
Service Tech Cust Pay Code: 18
Service Tech First Name: PETE
Service Tech Last Name: COSTA
Repair Date: 03/13/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73577C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 214511
Call Disposition Code: TPI
Call Date: 03/19/2008
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: 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: TPI NAME: CAROLYNE SWETT. CUSTOMER STATED THE WINDOW WAS BROKEN AND HER IPOD WAS STOLEN. WHEN SHE CALLED THEM, NOBODY KNEW ENGLISH SO SHE RECEIVED NO ASSISTANCE. SHE DROVE THE VEHICLE TO THE CENTER WITH THE SHATTERED WINDOW. THEY DID A FINE JOB IN REPAIRING

Customer Service Request Detail # S00808402644

Activity Status:	Done	Activity Updated:	3/27/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/27/08 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:	3/28/08 04:50PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	3/28/08 04:45PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, apologized for break in issue while in for serv		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00808404710

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i Sedan
Mileage:	
Sale:	5/26/06 12:00AM
In Service Date:	5/26/06 12:00AM
Production Date:	3/29/06 12:00AM

Service Request

Service Request #:	S00808404710
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/24/08 01:50AM
Created By:	ISKY, AAARA
Rep Assigned:	Cumella, Anthony
Date Assigned:	3/26/08 04:33PM
Assigned Dealer:	
Identified Dealer:	BMW of Fairfax
Date Resolved:	
Resolve Rep:	
Date Closed:	3/26/08 04:40PM
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
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
wttr adv cust that complaint will be filed that he hasnt had good communication with the dealer. Cust stts Sterling has been involved and he wil have them give second opinion. Cust just wanted to let us know about this and will call if needs help.

Attachments

File Name	Comments

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Customer Service Request Detail # S00808404710

Activity Status:	Done	Activity Updated:	3/24/08 01:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/24/08 01:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/24/08 01:50AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028032766
Survey Type: Phone
Dealer Code: 22006
Service Advisor SSN: 4116
Service Advisor Cust Pay Code: 38
Service Advisor First Name: TRICIA
Service Advisor Last Name: TO
Service Tech SSN: 0752
Service Tech Cust Pay Code: 138
Service Tech First Name: MICHAEL
Service Tech Last Name: SALINS
Repair Date: 03/14/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANB53507C[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 299385
Call Disposition Code: CMP
Call Date: 03/19/2008
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 THE BMW ASSIST DOES NOT MAKE THE CENTER RESPOND TO HIM AND HE HAS TRIED IT NUMEROUS TIMES AND ALSO COMPLAINED NUMEROUS TIMES. THEY HAVE ALL NEW PERSONNEL AND HE WOULD OF LIKE TO HAVE BEEN NOTIFIED.
Unadjusted Q1a Answer:
Unadjusted ...

BMW of North America, Inc.

Customer Service Request Detail # S00808404710

...	...

Activity Status:	Done	Activity Updated:	3/26/08 04:33PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	3/26/08 04:27PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Cust stts he has 2 veh 2007 550, 2006 530. Cust stts when he uses BMW Assist it is great and the people are wonderful everyone is great.		

Note Created: 3/26/08 04:28PM	Note Created By: Cumella, Anthony	Note Type: Initial Customer Contact

The Assist has helped with directions when he doesnt have that ability. Cust has had problems when req service for his veh. Service center will contact you. High battery discharge. Cust requested service 3 times. Cust stts the dealer has all info to contact. Cust stts the dealer has never called the cust back still. Cust is wondering if they get the messages. Cust stts Fairfax is his dealer. Cust has asked the dealer they adv no record of a service. Dealer advises everything is fine. Cust took to the for the battery concern they took care of it. Cust stts he thinks someone has dropped the ball.

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Customer Service Request Detail # S00808602495

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sports Wagon
Mileage:	
Sale:	10/25/07 12:00AM
In Service Date:	10/25/07 12:00AM
Production Date:	5/14/07 12:00AM

Service Request

Service Request #:	S00808602495
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/26/08 01:06AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/26/08 01:06AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
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.

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

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Customer Service Request Detail # S00808602495

Activity Status:	Done	Activity Updated:	3/26/08 01:06AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/26/08 01:06AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/26/08 01:06AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028057683
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0950
Service Advisor Cust Pay Code: 5334
Service Advisor First Name: JOHN
Service Advisor Last Name: IVES
Service Tech SSN: 1600
Service Tech Cust Pay Code: 5292
Service Tech First Name: JOSE
Service Tech Last Name: LANDEROS
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: WBAPT73598C[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 169812
Call Disposition Code: CMP
Call Date: 03/20/2008
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 THEY ARE CONCERNED WITH THE 535XI WAGON AS THE COMPUTER IS ALREADY HAVING PROBLEMS. IT IS THEIR FOURTH BMW AND HAS NEVER HAD PROBLEMS. THE SERVICE ADVISOR WAS TERRIFIC.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...

... An	...

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:

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Customer Service Request Detail # S00809102732

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	3/24/08 12:00AM
In Service Date:	3/24/08 12:00AM
Production Date:	2/15/08 12:00AM

Service Request

Service Request #:	S00809102732
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/31/08 01:10AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/31/08 01:10AM
Assigned Dealer:	
Identified Dealer:	BMW of the Hudson Valley
Date Resolved:	
Resolve Rep:	
Date Closed:	4/10/08 03:02AM
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

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Customer Service Request Detail # S00809102732

Activity Status:	Done	Activity Updated:	3/31/08 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/31/08 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 3/31/08 01:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028117622
Survey Type:
Dealer Code: 21614
Sales Advisor Id: 0000105194
Sales Advisor First Name: ANU
Sales Advisor Last Name: SINGH
Retail Date: 03/24/2008
Customer Salutation: Ms
Customer First Name: [redacted]
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93548C[redacted]
VIN 7: C[redacted]
Call Disposition Code: DNA
Call Date: 03/26/2008
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score:
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score:
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score:
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist
Unadjusted Q4 Score:
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score:
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 DID NOT WISH TO ANSWER. CUSTOMER STATED BMW NORTH AMERICA IS TERRIBLE. SHE WAS TOLD ON TWO OCCASIONS SHE COULD GET HEADSET DVD PLAYERS. HER CENTER EVEN CALLED THE REGIONAL MANAGER. SHE CALLED BMW NORTH AMERICA AND CUSTOMER SERVICE PROMISED TO CALL HER BACK. THIS IS THEIR LAST BMW EVER. TWO VEHICLES DELIVERED

Activity Status:	Done	Activity Updated:	4/2/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/2/08 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:	4/10/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/10/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code d		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00809104625

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	10/19/07 12:00AM
In Service Date:	10/19/07 12:00AM
Production Date:	9/7/07 12:00AM

Service Request

Service Request #:	S00809104625
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/31/08 01:57AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/31/08 01:57AM
Assigned Dealer:	
Identified Dealer:	Rasmussen BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/10/08 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

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Customer Service Request Detail # S00809104625

Activity Status:	Done	Activity Updated:	3/31/08 01:57AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/31/08 01:57AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/31/08 01:57AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028067348
Survey Type: Phone
Dealer Code: 36074
Service Advisor SSN: 0386
Service Advisor Cust Pay Code: 462
Service Advisor First Name: TONY
Service Advisor Last Name: SNEATH
Service Tech SSN: 4304
Service Tech Cust Pay Code: 5000
Service Tech First Name: LOREN
Service Tech Last Name: MEJIA
Repair Date: 03/18/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANW13518C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 232941
Call Disposition Code: CMP
Call Date: 03/26/2008
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: 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: JIM DIAMOND ANSWERED. CUSTOMER STATED HE WAS IN FOR THREE THINGS AND ONE OF THEM WAS NOT FIXED. IT WAS THE TRAFFIC INFORMATION FEATURE THEY COULD NOT FIX. THEY DID THE OIL CHANGE AND HE PAID FOR THE PROBLEM WITH THE FRONT TIRE SENSOR, THEY RESET IT

Activity Status:	Done	Activity Updated:	4/2/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/2/08 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 Type	Customer Interaction
Activity Assigned To:	Mcgrew, Christa
Activity Created:	4/9/08 04:48PM
Activity Created By:	Mcgrew, Christa
Activity Description:	Left Voice Mail
Activity Updated:	4/9/08 04:48PM
Activity Updated By:	Mcgrew, Christa
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/10/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/10/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 09		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00809104727

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	1/19/07 12:00AM
In Service Date:	1/19/07 12:00AM
Production Date:	12/19/06 12:00AM

Service Request

Service Request #:	S00809104727
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/31/08 02:00AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/31/08 02:00AM
Assigned Dealer:	
Identified Dealer:	Inskip BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/10/08 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

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Customer Service Request Detail # S00809104727

Activity Status:	Done	Activity Updated:	3/31/08 02:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/31/08 02:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/31/08 02:00AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027932469
Survey Type:
Dealer Code: 26703
Service Advisor SSN: 1875
Service Advisor Cust Pay Code: 71518
Service Advisor First Name: richard
Service Advisor Last Name: lavalle
Service Tech SSN: 9277
Service Tech Cust Pay Code: 8136
Service Tech First Name: DOUGLAS
Service Tech Last Name: CRAVEIRO
Repair Date: 03/07/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73587C[redacted]
VIN 7: C[redacted]
Invoice Number: RO Number: 668800
Call Disposition Code: CMP
Call Date: 03/26/2008
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 A CONTINUING PROBLEM WITH SOMETHING THEY CANNOT SEEM TO FIX. THE RADIO AND CD PLAYER HAS AN ISSUE WITH THE BUTTONS CAUSING FUNCTIONS TO HAPPEN THAT SHOULD NOT BE. IT IS VERY RANDOM AND INTERMITTENT. HE SAID THE VEHICLE H

Activity Status:	Done	Activity Updated:	4/2/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/2/08 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 Type	Customer Interaction
Activity Assigned To:	Cavin, Doug
Activity Created:	4/9/08 04:41PM
Activity Created By:	Cavin, Doug
Activity Description:	Left message with 3rd party male.
Activity Updated:	4/9/08 04:43PM
Activity Updated By:	Cavin, Doug
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/10/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/10/08 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:

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Customer Service Request Detail # S00809503398

Customer

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

Service Request

Service Request #:	S00809503398
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/4/08 01:19AM
Created By:	ISKY, AAARA
Rep Assigned:	Stern, Rebecca
Date Assigned:	4/8/08 04:40PM
Assigned Dealer:	Newbold BMW
Identified Dealer:	Newbold BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/8/08 04:40PM
Close Rep:	Stern, Rebecca
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i Sedan
Mileage:	8,903
Sale:	6/7/07 12:00AM
In Service Date:	6/7/07 12:00AM
Production Date:	4/18/07 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
wrtr apologized to cust and doc complaint.

Attachments

File Name	Comments

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Customer Service Request Detail # S00809503398

Activity Status:	Done	Activity Updated:	4/4/08 01:19AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/4/08 01:19AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/4/08 01:19AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028191664
Survey Type: Phone
Dealer Code: 36688
Service Advisor SSN: 5056
Service Advisor Cust Pay Code: 223
Service Advisor First Name: DAVID
Service Advisor Last Name: NOONES
Service Tech SSN: 8996
Service Tech Cust Pay Code: 157
Service Tech First Name: JOHN
Service Tech Last Name: COSTELLO
Repair Date: 03/25/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANW53538[redacted]
VIN 7: [redacted]
Invoice Number: RO Number: 159535
Call Disposition Code: CMP
Call Date: 04/01/2008
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: 50
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: DR CHRIS WORTH ANSWERED. CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HE IS AVAILABLE ON THURSDAYS FROM 630 AM TO 9 PM. HIS VEHICLE WAS IN FOR A CLOCK PROBLEM. IT CAME OUT WITH EXTRA 100 MILES ON IT. SOMEONE DROVE HIS VEHICLE OVER THE WEEK

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Customer Service Request Detail # S00809503398

Activity Status:	Done	Activity Updated:	4/8/08 04:40PM
Activity Type	Initial Customer Contact	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	4/8/08 04:32PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cust sttd dlr put 100 mls on car for a spker and clock problem. cust sttd that is ridiculous. cust sttd he spk to the SM, Jeff		

Note Created: 4/8/08 04:34PM	Note Created By: Stern, Rebecca	Note Type: Initial Customer Contact

SM couldnt explain why the car had 100 mls on it. cust sttd he never authorized dlrshp to do so. wife drives the car. cust sttd he has owned 10 bmws including the two tha the owns now. cust sttd he drove past his car on Easter Sunday. cust sttd dlr put a new battery in the car which fixed the problem. cust sttd spkr sounded like it was blown. cust sttd dlrshp replaced a few spkrs and it has been fixed. SA is Dave. cust sttd dlrshp drove car to nashville and out to lunch. again, cust never authorized that drive.

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Customer Service Request Detail # S00809804332

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	12/18/06 12:00AM
In Service Date:	12/18/06 12:00AM
Production Date:	10/16/06 12:00AM

Service Request

Service Request #:	S00809804332
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	4/7/08 01:44AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/7/08 01:44AM
Assigned Dealer:	
Identified Dealer:	Devon Hill Motors
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

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Customer Service Request Detail # S00809804332

Activity Status:	Done	Activity Updated:	4/7/08 01:44AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 01:44AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 01:44AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028217946
Survey Type: Phone
Dealer Code: 26613
Service Advisor SSN: 4792
Service Advisor Cust Pay Code: 2128
Service Advisor First Name: Tino
Service Advisor Last Name: Papahristos
Service Tech SSN: 7486
Service Tech Cust Pay Code: 2115
Service Tech First Name: Dayton
Service Tech Last Name: Sawyer
Repair Date: 03/31/2008
Customer Salutation: Mr.
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANE73567C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 218561
Call Disposition Code: TPI
Call Date: 04/02/2008
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: 75
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: KAREN WILDE. CUSTOMER STATED SHE HAS LIVED IN OTHER CITIES AND SHE FOUND THE CENTERS QUITE DIFFERENT THAN THIS CENTER. SHE DOES NOT THINK SHE WILL TAKE HER VEHICLE BACK. SHE TAKES PRIDE IN HER VEHICLE AND WHOEVER WORKS ON HER VEHICLE SHOULD DO THE

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Customer Service Request Detail # S00809804332

Activity Status:	Done	Activity Updated:	4/9/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 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:

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Customer Service Request Detail # S00809804918

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	5/26/07 12:00AM
In Service Date:	5/26/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00809804918
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/7/08 01:56AM
Created By:	ISKY, AAARA
Rep Assigned:	Coil, Jarrod
Date Assigned:	4/8/08 04:45PM
Assigned Dealer:	
Identified Dealer:	Irvine BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/8/08 04:52PM
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
writer recommended cust speak with SM regarding issue if he does take back into serv. cust stts he would take back into serv when he had some avail time.

Attachments

File Name	Comments

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Customer Service Request Detail # S00809804918

Activity Status:	Done	Activity Updated:	4/7/08 01:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 01:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 01:56AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028165579
Survey Type: Phone
Dealer Code: 21188
Service Advisor SSN: 3290
Service Advisor Cust Pay Code: 1280
Service Advisor First Name: JOHN
Service Advisor Last Name: CALVERT
Service Tech SSN: 0923
Service Tech Cust Pay Code: 1059
Service Tech First Name: PAUL
Service Tech Last Name: MANNI
Repair Date: 03/26/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANU53588C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 343718
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: 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 HAS TAKEN HIS VEHICLE IN THREE TIMES FOR THE SAME PROBLEM. HIS SCHEDULING WAS AN EFFORT IN ITSELF. HE FEELS THERE NEEDS TO BE BETTER COMMUNICATION BETWEEN THE CUSTOMER AND THE CENTER.
Unadjusted Q1a Answer:
Unadjusted Q1a Other ...

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Customer Service Request Detail # S00809804918

... Comments:	...

Activity Status:	Done	Activity Updated:	4/8/08 04:52PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/8/08 04:44PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, stts has had repeat issue with screen freezing up		

Note Created: 4/8/08 04:47PM	Note Created By: Coil, Jarrod	Note Type: Initial Customer Contact

cust stts 95% of the time there is no problem with electronics. cust stts he is done dealing with it. cust stts one time they had to order part. cust stts he couldn't make it into service because of time constraint. cust stts one time it didn't work for an entire week. writer recommended cust speak with SM regarding issue if he does take back into serv. cust stts he would take back into serv when he had some avail time.

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Customer Service Request Detail # S00809805460

Customer

Name:	Mr.[redacted]
Preferred Communication Method:	Cell Phone
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	DAYTON, OH[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525xi Sedan
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 #:	S00809805460
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/7/08 02:10AM
Created By:	ISKY, AAARA
Rep Assigned:	Coil, Jarrod
Date Assigned:	5/8/08 10:57AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/8/08 10:57AM
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
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,	4151	DOORS - SEALS, EDGE PROTECTION, DC

Solution Notes

Solution
cci for Rebecca, xfered

Attachments

File Name	Comments

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Customer Service Request Detail # S00809805460

Activity Status:	Done	Activity Updated:	4/7/08 02:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 02:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 02:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028216967
Survey Type:
Dealer Code:
Service Advisor SSN: 7926
Service Advisor Cust Pay Code:
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN: 1894
Service Tech Cust Pay Code: 71
Service Tech First Name: STEVE
Service Tech Last Name: TOTH
Repair Date: 03/27/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: G
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF33577C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 020648
Call Disposition Code: CMP
Call Date: 04/02/2008
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: 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 ONE UPSET CUSTOMER DRIVING A LEMON BMW. HE TRULY WOULD APPRECIATE IF THEY GAVE HIM A SINCERE ADVICE AS HOW TO GET OUT OF THIS DISAPPOINTMENT AND ANNOYANCE HE IS GOING THROUGH. HE TOOK THE VEHICLE BACK TO CORRECT THE BAD WORK DONE ON HIS VEHICLE, WASTING HIS TIME AND

Activity Status:	Done	Activity Updated:	4/9/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 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:	5/8/08 10:57AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/8/08 10:57AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci for Rebecca, xfered		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00809806044

Customer

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

Service Request

Service Request #:	S00809806044
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	4/7/08 02:47AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/7/08 02:47AM
Assigned Dealer:	
Identified Dealer:	Erhard BMW of Bloomfield Hills
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):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	6/27/07 12:00AM
In Service Date:	6/27/07 12:00AM
Production Date:	6/1/07 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	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

Solution

Attachments

File Name	Comments

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Customer Service Request Detail # S00809806044

Activity Status:	Done	Activity Updated:	4/7/08 02:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/7/08 02:47AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/7/08 02:47AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028245204
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: 3643
Service Tech Cust Pay Code: 66
Service Tech First Name: DAVE
Service Tech Last Name: SWENSON
Repair Date: 03/25/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANW13518[redacted]
VIN 7: [redacted]
Invoice Number/RO Number: 244727
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: 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: 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 WARNING LIGHT CAME ON FOR THE TIRE PRESSURE, BUT EVERYTHING WAS FINE. IT WAS JUST THE SENSOR. THEY HAD TO ORDER THE PART, IT CAME IN AND THEY FIXED IT. HE DROVE IT AROUND FOR FIVE DAYS AND THEN THEY CALLED HIM AND TOLD THEM IT WAS THE WRON

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Customer Service Request Detail # S00809806044

Activity Status:	Done	Activity Updated:	4/9/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/9/08 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:

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Customer Service Request Detail # S00810002291

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	10/8/07 12:00AM
In Service Date:	10/1/07 12:00AM
Production Date:	5/30/07 12:00AM

Service Request

Service Request #:	S00810002291
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/9/08 01:09AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/9/08 01:09AM
Assigned Dealer:	
Identified Dealer:	Jake Sweeney BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/8/08 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

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Customer Service Request Detail # S00810002291

Activity Status:	Done	Activity Updated:	4/9/08 01:09AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/9/08 01:09AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/9/08 01:09AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028216478
Survey Type:
Dealer Code: 46631
Service Advisor SSN: 5328
Service Advisor Cust Pay Code: 332
Service Advisor First Name: Michael
Service Advisor Last Name: Smith
Service Tech SSN: 5974
Service Tech Cust Pay Code: 235
Service Tech First Name: Brandon
Service Tech Last Name: Powell
Repair Date: 03/27/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANV93568C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 928607
Call Disposition Code: CMP
Call Date: 04/03/2008
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:
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 HIS WIFE AND HE IS EXTREMELY UNHAPPY ABOUT THIS RECURRING PROBLEM. IT HAS BEEN IN FOUR TIMES FOR THE IDRIVE PROBLEMS. IT IS ALWAYS THE SAME PROBLEM AND IT ALWAYS RETURNS. HE CANNOT BLAME THE SERVICE DEPARTMENT BUT HE HAVE TO TELL UNLESS THIS GETS FIXED AND H

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 o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 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:

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Customer Service Request Detail # S00810103856

Customer

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

Service Request

Service Request #:	S00810103856
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/10/08 01:30AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/10/08 01:30AM
Assigned Dealer:	
Identified Dealer:	Motor Werks BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/8/08 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):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	7/10/07 12:00AM
In Service Date:	7/10/07 12:00AM
Production Date:	6/6/07 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

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Customer Service Request Detail # S00810103856

Activity Status:	Done	Activity Updated:	4/10/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/10/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/10/08 01:30AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028251736
Survey Type: Phone
Dealer Code: 62900
Service Advisor SSN: 5078
Service Advisor Cust Pay Code: 482
Service Advisor First Name: ROBERT
Service Advisor Last Name: PODUCH
Service Tech SSN: 0897
Service Tech Cust Pay Code: 262
Service Tech First Name: LUKE
Service Tech Last Name: KOHANSKI
Repair Date: 03/27/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 080100
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: 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:
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 REMAINING QUESTIONS. HE STATED HE WILL NEVER BRING HIS VEHICLE BACK TO THE CENTER. HIS ENTIRE ELECTRICAL SYSTEM MALFUNCTIONED. SO, HE CALLED THE SERVICE MANAGER TO HAVE HIM PICK UP HIS VEHICLE BETWEEN FOUR AND FIVE P.M. BUT, THEY

Activity Status:	Done	Activity Updated:	4/10/08 04:34PM
Activity Type	Initial Customer Contact	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	4/10/08 04:33PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer left message for cust.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/11/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:01AM	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:	5/7/08 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/7/08 04:43PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	call attempt, caller disconnected call.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 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:

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Customer Service Request Detail # S00810202811

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	6/20/06 12:00AM
In Service Date:	6/20/06 12:00AM
Production Date:	5/15/06 12:00AM

Service Request

Service Request #:	S00810202811
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/11/08 01:01AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/11/08 01:01AM
Assigned Dealer:	
Identified Dealer:	BMW of San Francisco
Date Resolved:	
Resolve Rep:	
Date Closed:	5/7/08 04:53PM
Close Rep:	Collins, Dan
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
2 attempts made

Attachments

File Name	Comments

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Customer Service Request Detail # S00810202811

Activity Status:	Done	Activity Updated:	4/11/08 01:01AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/11/08 01:01AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/11/08 01:01AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028230889
Survey Type: Phone
Dealer Code: 04247
Service Advisor SSN: 5165
Service Advisor Cust Pay Code: 292
Service Advisor First Name: JEFF
Service Advisor Last Name: ADAMS
Service Tech SSN: 5637
Service Tech Cust Pay Code: 999252
Service Tech First Name: WESLEY
Service Tech Last Name: BROWN
Repair Date: 03/24/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73507C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 430798
Call Disposition Code: CMP
Call Date: 04/04/2008
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: 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 AND THE CENTER. CUSTOMER STATED THERE WAS A TRANSMISSION DATA FAULT WHICH DID NOT GET FIXED. HE SAID HE LEFT A MESSAGE FOR BOTH THE CENTER AND BMW OF NORTH AMERICA, NEITHER OF THEM RESPONDED TO HIS MESSAGES.
Unad

Activity Status:	Done	Activity Updated:	4/25/08 05:25PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	4/25/08 05:15PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	wriong num		

Note Created:	Note Created By:	Note Type:

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 06		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/7/08 04:53PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	5/7/08 04:52PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	Left message with 3rd party female.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00810304624

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	530i
Mileage:	
Sale:	3/31/06 12:00AM
In Service Date:	3/31/06 12:00AM
Production Date:	2/6/06 12:00AM

Service Request

Service Request #:	S00810304624
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/12/08 01:39AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/12/08 01:39AM
Assigned Dealer:	
Identified Dealer:	Rusnak BMW
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

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Customer Service Request Detail # S00810304624

Activity Status:	Done	Activity Updated:	4/12/08 01:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/12/08 01:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/12/08 01:39AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028253946
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: 1238
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 04/02/2008
Customer Salutation: Mr.
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73566C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 600023
Call Disposition Code: CMP
Call Date: 04/07/2008
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: 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 NOT LIKELY TO PURCHASE ANOTHER BMW VEHICLE BASED ON HIS EXPERIENCE WITH VARIOUS SOFTWARE ISSUES AND BMW POLICIES REGARDING REPAIR.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...

... Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer:	...

Activity Status:	Done	Activity Updated:	4/28/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 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:	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:

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Customer Service Request Detail # S00810304855

Customer

Name:	Ms[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	APT 8
City/State/Zip:	MIAMI BEACH, FL[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	4/24/07 12:00AM
In Service Date:	4/24/07 12:00AM
Production Date:	3/15/07 12:00AM

Service Request

Service Request #:	S00810304855
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/12/08 01:43AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/12/08 01:43AM
Assigned Dealer:	
Identified Dealer:	BMW of Arlington
Date Resolved:	
Resolve Rep:	
Date Closed:	5/9/08 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

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Customer Service Request Detail # S00810304855

Activity Status:	Done	Activity Updated:	4/12/08 01:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/12/08 01:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/12/08 01:43AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028275306
Survey Type: Phone
Dealer Code: 23367
Service Advisor SSN: 3454
Service Advisor Cust Pay Code: 5429
Service Advisor First Name: Jason
Service Advisor Last Name: Fidler
Service Tech SSN: 7912
Service Tech Cust Pay Code: 5102
Service Tech First Name: RENE
Service Tech Last Name: RIOS
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANV93588C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 252724
Call Disposition Code: CMP
Call Date: 04/08/2008
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: 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 DESIRES A CONTACT FROM BMW NA. CUSTOMER STATED PEOPLE WHO SPEND A LOT OF MONEY SHOULD GET THE BEST SERVICE POSSIBLE. THEY NEED TO FIGURE OUT WHY THERE ARE SO MANY PROBLEMS WITH SIRIUS RADIO. HE WAS PROMISED IT WOULD BE FINISHED THE SAME DAY AND IT WASN'T. THEY DI

Activity Status:	Done	Activity Updated:	4/28/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 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:	5/9/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/9/08 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:

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Customer Service Request Detail # S00810602306

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi
Mileage:	
Sale:	2/12/07 12:00AM
In Service Date:	2/12/07 12:00AM
Production Date:	12/21/06 12:00AM

Service Request

Service Request #:	S00810602306
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/15/08 01:01AM
Created By:	ISKY, AAARA
Rep Assigned:	Cumella, Anthony
Date Assigned:	4/25/08 05:08PM
Assigned Dealer:	
Identified Dealer:	Newbold BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/29/08 10:10AM
Close Rep:	Cumella, Anthony
Issue Note:	Cust passenger side mirrior always has to be moved back manually. Hidden HD stations are not avail.

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	LIGHTS - GENERAL	6300	LIGHTS - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Cust stts he will reg BMW Tech when SM Blain calls him. Cust thanked for help.

Attachments

File Name	Comments

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Customer Service Request Detail # S00810602306

Activity Status:	Done	Activity Updated:	4/15/08 01:01AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/15/08 01:01AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/15/08 01:01AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028293993
Survey Type:
Dealer Code: 36688
Service Advisor SSN: 5596
Service Advisor Cust Pay Code: 57
Service Advisor First Name: BLAINE
Service Advisor Last Name: FINNEGAN
Service Tech SSN: 8756
Service Tech Cust Pay Code: 35
Service Tech First Name: JACOB
Service Tech Last Name: FRANCIS
Repair Date: 04/04/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF73537C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 160343
Call Disposition Code: CMP
Call Date: 04/09/2008
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: 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: BERNARD ZYK ANSWERED. CUSTOMER STATED THE PASSENGER SIDE REAR VIEW MIRROR LIGHT IS NOT WORKING PROPERLY. THE CENTER SAID THEY COULD NOT DUPLICATE THE PROBLEM OF GETTING THE LIGHT TO SHINE BACK TO WHERE HE IS PARKING. HE HAS TO MANUALLY ADJUST

Activity Status:	Done	Activity Updated:	4/25/08 05:08PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/25/08 05:04PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Passenger side mirror changes position. Cust has to manually lower mirrior. HD station hidden are not avail.		

Note Created: 4/25/08 05:06PM	Note Created By: Cumella, Anthony	Note Type: Initial Customer Contact

Cust stts he has not spoke with the dealer management. SA adv they contacted BMW and didnt hear anything.
[redacted]

Activity Status:	Done	Activity Updated:	4/25/08 05:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/25/08 05:20PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	SM Blain Finnegan wttr left vm req call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/29/08 10:04AM
Activity Type	Dealer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/29/08 10:03AM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	SM Blain stts the cust never leaves the veh and they cant reproduce the concern. SM Blain will call cust wttr gave cust contact #		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/29/08 10:09AM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/29/08 10:04AM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Wttr adv cust that SM Blain will be calling to go over the concerns with mirrior and radio. Cust stts this will be a waist of time.		

Note Created: 4/29/08 10:06AM	Note Created By: Cumella, Anthony	Note Type: Customer Interaction

Dealer will not be able to take care of this problem. Cust stts the dealer is great and BMW is great. Cust stts he would like to have BMW tech involved. Cust stts the veh gets HD stations just doesnt get hidden stations. Cust stts he will speak with SM about the concerns.

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Customer Service Request Detail # S00810903362

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	5/1/07 12:00AM
In Service Date:	5/1/07 12:00AM
Production Date:	3/6/07 12:00AM

Service Request

Service Request #:	S00810903362
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/18/08 01:20AM
Created By:	ISKY, AAARA
Rep Assigned:	Harris, Ryan
Date Assigned:	4/23/08 04:34PM
Assigned Dealer:	
Identified Dealer:	Richmond BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/23/08 04:34PM
Close Rep:	Harris, 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	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Cust states she is busy and will call back. Writer provided 800 number. Closed pending call back.

Attachments

File Name	Comments

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Customer Service Request Detail # S00810903362

Activity Status:	Done	Activity Updated:	4/18/08 01:20AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/18/08 01:20AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/18/08 01:20AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028318564
Survey Type: Phone
Dealer Code: 21608
Service Advisor SSN: 0441
Service Advisor Cust Pay Code: Q07
Service Advisor First Name: DAWSON
Service Advisor Last Name: MCKENZIE
Service Tech SSN: 6457
Service Tech Cust Pay Code: F17
Service Tech First Name: MIKE
Service Tech Last Name: STEVENSON
Repair Date: 04/07/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANU53598C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 002148
Call Disposition Code: CMP
Call Date: 04/12/2008
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 LISTENS TO 104.7 RADIO STATION SPIRITUAL BROADCAST IN A HER VEHICLE. THE STATION PLAYS NICE FOR FIVE MINUTES THEN THREE MINUTES AFTER THERE IS A LOT OF STATIC IN STATION OTHER STATIONS ARE OKAY. SHE SAID THEY TOLD HER IT IS A LO

Customer Service Request Detail # S00810903362

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 f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/23/08 04:34PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/23/08 04:30PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states her favorite radio station does not work in her car. Cust states there is a lot of static.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811003827

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i Sedan
Mileage:	
Sale:	7/28/07 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	6/23/07 12:00AM

Service Request

Service Request #:	S00811003827
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/19/08 01:26AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/19/08 01:26AM
Assigned Dealer:	
Identified Dealer:	Crevier BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/19/08 01:26AM
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

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

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Customer Service Request Detail # S00811003827

Activity Status:	Done	Activity Updated:	4/19/08 01:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/19/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/19/08 01:26AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028315140
Survey Type: Phone
Dealer Code: 04552
Service Advisor SSN: 2663
Service Advisor Cust Pay Code: 243
Service Advisor First Name: JOHN
Service Advisor Last Name: THATCHER
Service Tech SSN: 4384
Service Tech Cust Pay Code: 86323
Service Tech First Name: ANDRES
Service Tech Last Name: GONZALEZ
Repair Date: 04/10/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: P
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANW53588C [redacted]
VIN 7: C [redacted]
Invoice Number/RO Number: 372599
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: 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 THEY DID BRING HIM A NEW LOANER VEHICLE AND PICKED UP HIS VEHICLE AND TOOK IT TO THE SHOP. IT IS MALFUNCTIONING THE COMPUTER. IT HAS BEEN IN TWICE FOR THE SAME ISSUES PLUS NEW ONES THIS TIME. HE DOES NOT FEEL IT IS CREVIER'S FAULT. I

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Customer Service Request Detail # S00811003827

Activity Status:	Done	Activity Updated:	4/19/08 01:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/19/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR # T00810810385		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811101385

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811101385
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/20/08 11:49AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/20/08 11:49AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
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
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

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Customer Service Request Detail # S00811101385

Activity Status:	Done	Activity Updated:	4/20/08 11:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/20/08 11:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/20/08 11:49AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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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:	Note Type:

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:	Note Type:

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:	Note Type:

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Customer Service Request Detail # S00811201386

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811201386
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/21/08 08:26AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/21/08 08:26AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/21/08 08:26AM
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

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Customer Service Request Detail # S00811201386

Activity Status:	Done	Activity Updated:	4/21/08 08:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 08:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/21/08 08:26AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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BMW of North America, Inc.

Customer Service Request Detail # S00811201386

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Activity Status:	Done	Activity Updated:	4/21/08 08:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 08:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811301373

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811301373
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/22/08 12:52AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/22/08 12:52AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/22/08 12:52AM
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

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Customer Service Request Detail # S00811301373

Activity Status:	Done	Activity Updated:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/22/08 12:52AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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Activity Status:	Done	Activity Updated:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	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:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811400944

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811400944
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/23/08 04:31AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/23/08 04:31AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/23/08 04:31AM
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

BMW of North America, Inc.

Customer Service Request Detail # S00811400944

Activity Status:	Done	Activity Updated:	4/23/08 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	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 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/23/08 04:31AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction

Customer Service Request Detail # S00811400944

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.

Activity Status:	Done	Activity Updated:	4/23/08 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	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:

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Customer Service Request Detail # S00811500957

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811500957
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/24/08 12:56AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/24/08 12:56AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/24/08 12:56AM
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

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Customer Service Request Detail # S00811500957

Activity Status:	Done	Activity Updated:	4/24/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 12:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 12:56AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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Customer Service Request Detail # S00811500957

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Activity Status:	Done	Activity Updated:	4/24/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 12:56AM	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:

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Customer Service Request Detail # S00811505503

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811505503
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/24/08 08:10AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/24/08 08:10AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/24/08 08:10AM
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

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Customer Service Request Detail # S00811505503

Activity Status:	Done	Activity Updated:	4/24/08 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 08:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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Activity Status:	Done	Activity Updated:	4/24/08 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	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 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	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:

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Customer Service Request Detail # S00811602286

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811602286
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/25/08 12:57AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/25/08 12:57AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/25/08 12:58AM
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

BMW of North America, Inc.

Customer Service Request Detail # S00811602286

Activity Status:	Done	Activity Updated:	4/25/08 12:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:58AM	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:	4/25/08 12:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:58AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/25/08 12:58AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction

Customer Service Request Detail # S00811602286

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.

Activity Status:	Done	Activity Updated:	4/25/08 12:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:58AM	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:	4/25/08 12:58AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:58AM	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:

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Customer Service Request Detail # S00811702286

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811702286
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/26/08 12:55AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/26/08 12:55AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/26/08 12:55AM
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

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Customer Service Request Detail # S00811702286

Activity Status:	Done	Activity Updated:	4/26/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/26/08 12:55AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name[redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone[redacted]
Customer PM Phone:
VIN 17: WBANW13528CN[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.
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Activity Status:	Done	Activity Updated:	4/26/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:55AM	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:	4/26/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:55AM	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:	4/26/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:55AM	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:

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Customer Service Request Detail # S00811802265

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535i Sedan
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	7/28/07 12:00AM
Production Date:	3/16/07 12:00AM

Service Request

Service Request #:	S00811802265
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/27/08 12:56AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/27/08 12:56AM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/27/08 12:56AM
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 # S00811802265

Activity Status:	Done	Activity Updated:	4/27/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:56AM	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 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/27/08 12:56AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction

BMW of North America, Inc.

Customer Service Request Detail # S00811802265

Transaction Reason: New Survey
iSky Survey Id: 055028320700
Survey Type: Phone
Dealer Code: 20268
Service Advisor SSN: 0611
Service Advisor Cust Pay Code: 5342
Service Advisor First Name: THOMAS
Service Advisor Last Name: HALL
Service Tech SSN: 4873
Service Tech Cust Pay Code: 5332
Service Tech First Name: KITTIPONG
Service Tech Last Name: SANGTHONGKUM
Repair Date: 04/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANW13528C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 171425
Call Disposition Code: CMP
Call Date: 04/15/2008
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:
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 THERE WAS NO TIME PROMISED BECAUSE OF ALL THE PROBLEMS THE CENTER HAD TO DEAL WITH. HE BOUGHT THE VEHICLE, DROVE IT FOR LESS THAN 100 MILES, AND IT WAS BROKEN. THE FIRST BMW CENTER HE CALLED NEVER RETURNED HIS CALL, SO HE WENT TO THIS CENTER.

Activity Status:	Done	Activity Updated:	4/27/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:56AM	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:

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Customer Service Request Detail # S00811905866

Customer

Name:	Mr[redacted]
Preferred Communication Method:	
Work #:	0000000000
Home #:	[redacted]
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	NATCHEZ, MS[redacted]

Service Request

Service Request #:	S00811905866
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 12:06PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/28/08 12:06PM
Assigned Dealer:	
Identified Dealer:	Herrin-Gear BMW of Jackson
Date Resolved:	
Resolve Rep:	
Date Closed:	5/13/08 05:04PM
Close Rep:	Labatzky, Karen
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	530i
Mileage:	
Sale:	4/14/07 12:00AM
In Service Date:	4/14/06 12:00AM
Production Date:	1/16/06 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	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
call attempts satisfied, closed

Attachments

File Name	Comments

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Customer Service Request Detail # S00811905866

Activity Status:	Done	Activity Updated:	4/28/08 12:06PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 12:06PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 12:06PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028260741
Survey Type: Phone
Dealer Code: 23055
Service Advisor SSN: 2582
Service Advisor Cust Pay Code: 3153
Service Advisor First Name: Andy
Service Advisor Last Name: Neal
Service Tech SSN: 7057
Service Tech Cust Pay Code: 3725
Service Tech First Name: BRENT
Service Tech Last Name: LOCKHART
Repair Date: 03/27/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: K
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE73526C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 321346
Call Disposition Code: CMP
Call Date: 04/18/2008
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:
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 PEOPLE AT THE CENTER ARE NICE, BUT HE IS NOT SATISFIED WITH THE LEVEL OF SERVICE HE HAS RECEIVED. IT HAS BEEN IN THE SHOP FOR THE SAME ISSUE SEVERAL TIMES. ELB BLOCK LIGHT ON DASHBOARD KEEPS COMING ON. THIS KEEPS THE VEHICLE FROM RUNNING.
TH

Activity Status:	Done	Activity Updated:	4/29/08 05:11PM
Activity Type	Initial Customer Contact	Activity Updated By:	Williams, Bernard
Activity Assigned To:	Williams, Bernard	Email From:	
Activity Created:	4/29/08 05:10PM	Email To:	
Activity Created By:	Williams, Bernard		
Activity Description:	Dialer Pop - hang up, no one there		

Note Created:	Note Created By:	Note Type:

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 05		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/13/08 05:04PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	5/13/08 05:03PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	customer hung up after asking for Mr. Priest.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811915606

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i
Mileage:	
Sale:	4/25/08 12:00AM
In Service Date:	1/27/07 12:00AM
Production Date:	4/28/06 12:00AM

Service Request

Service Request #:	S00811915606
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 05:05PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/28/08 05:05PM
Assigned Dealer:	
Identified Dealer:	Braman Motorcars
Date Resolved:	
Resolve Rep:	
Date Closed:	5/23/08 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	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
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

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Customer Service Request Detail # S00811915606

Activity Status:	Done	Activity Updated:	4/28/08 05:05PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 05:05PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 05:05PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028388399
Survey Type: Phone
Dealer Code: 46891
Service Advisor SSN: 4710
Service Advisor Cust Pay Code: 606
Service Advisor First Name: ROBERT
Service Advisor Last Name: ADAMS
Service Tech SSN: 7162
Service Tech Cust Pay Code: 60
Service Tech First Name: PIERRE
Service Tech Last Name: REMY
Repair Date: 04/16/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [redacted]
VIN 17: WBANB53577C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 540316
Call Disposition Code: TPI
Call Date: 04/19/2008
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: TPI NAME: SHAWN CUNNINGHAM. CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED FOR THE LAST 14 MONTHS THIS VEHICLE HAS BEEN IN FOR ELECTRICAL PROBLEMS EIGHT TIMES. THE WINDOWS OPEN ON THEIR OWN WITHOUT ANYONE NEAR THEM. AS THEY WERE LEAVING AT THE LAST VISIT T

Activity Status:	Done	Activity Updated:	5/1/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 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 Type	Customer Interaction
Activity Assigned To:	GenSurvey, fm
Activity Created:	5/22/08 03:04AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #2. Call code s
Activity Updated:	5/22/08 03:04AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Final Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	5/23/08 03:03AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #3. Call code s
Activity Updated:	5/23/08 03:03AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811916008

Customer

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

Service Request

Service Request #:	S00811916008
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 05:19PM
Created By:	ISKY, AAARA
Rep Assigned:	Harris, Ryan
Date Assigned:	4/30/08 04:38PM
Assigned Dealer:	
Identified Dealer:	Nalley BMW of Decatur
Date Resolved:	
Resolve Rep:	
Date Closed:	4/30/08 04:39PM
Close Rep:	Harris, Ryan
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	550i
Mileage:	
Sale:	6/16/07 12:00AM
In Service Date:	8/1/06 12:00AM
Production Date:	6/19/06 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	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

Solution Notes

Solution
Writer provided corporate number in case cust has further questions.

Attachments

File Name	Comments

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Customer Service Request Detail # S00811916008

Activity Status:	Done	Activity Updated:	4/28/08 05:19PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 05:19PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 05:19PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028404395
Survey Type:
Dealer Code: 26715
Service Advisor SSN: 5031
Service Advisor Cust Pay Code: 56996
Service Advisor First Name: RICHARD
Service Advisor Last Name: SMITH
Service Tech SSN: 3213
Service Tech Cust Pay Code: 2927
Service Tech First Name: JAMES
Service Tech Last Name: JOHNSON
Repair Date: 04/15/2008
Customer Salutation: ms.
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANB53537C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 291406
Call Disposition Code: CMP
Call Date: 04/20/2008
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: 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 THEY THOUGHT IT WAS PERHAPS A DEFECTIVE DISK BECAUSE THE READER HAD NO TROUBLE READING THE OLD DISK. THE DISK COULD NOT BE TESTED AT THE CENTER BECAUSE WHEN THE VEHICLE WAS STARTED, THE ONBOARD COMPUTER WAS DOWN AGAIN. SHE IS TAKING IT

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Customer Service Request Detail # S00811916008

Activity Status:	Done	Activity Updated:	4/30/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/30/08 04:35PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states dealer is doing more tests on the vehicle. Cust states the dealer has gotten much better.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00811917387

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2006
Model:	525xi
Mileage:	
Sale:	2/23/08 12:00AM
In Service Date:	2/1/06 12:00AM
Production Date:	12/20/05 12:00AM

Service Request

Service Request #:	S00811917387
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 05:57PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/28/08 05:57PM
Assigned Dealer:	
Identified Dealer:	Orange County BMW
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

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Customer Service Request Detail # S00811917387

Activity Status:	Done	Activity Updated:	4/28/08 05:57PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 05:57PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 05:57PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028258641
Survey Type: Phone
Dealer Code: 20989
Service Advisor SSN: 5957
Service Advisor Cust Pay Code: 70
Service Advisor First Name: STUART
Service Advisor Last Name: GREENBLATT
Service Tech SSN: 4633
Service Tech Cust Pay Code: 71
Service Tech First Name: ALEX
Service Tech Last Name: COLANDREA
Repair Date: 03/28/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: [redacted]
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANF33516C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 062642
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: 25
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 HAD TO WAIT 20 MINUTES WHEN HE BROUGHT HIS VEHICLE IN EVEN THOUGH HE HAD SCHEDULED AN APPT TWO WEEKS IN ADVANCE. HE HAD TO WAIT FOR A LOANER VEHICLE. HE STILL HAS PROBLEMS WITH HIS SPEAKER EVEN THOUGH HE TOLD THEM IT WAS HAVING ISSUE

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 f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Customer Interaction
Activity Assigned To:	GenSurvey, fm
Activity Created:	5/22/08 03:03AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #2. Call code f
Activity Updated:	5/22/08 03:03AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Final Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	5/23/08 03:04AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #3. Call code f
Activity Updated:	5/23/08 03:04AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00812200765

Customer

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

Service Request

Service Request #:	S00812200765
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/1/08 12:38AM
Created By:	ISKY, AAARA
Rep Assigned:	Stern, Rebecca
Date Assigned:	5/6/08 05:46PM
Assigned Dealer:	Morristown BMW
Identified Dealer:	Morristown BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/6/08 05:49PM
Close Rep:	Stern, Rebecca
Issue Note:	iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	500
Sale:	4/5/08 12:00AM
In Service Date:	4/5/08 12:00AM
Production Date:	3/3/08 12:00AM

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
wrtr apologized to cust, advised BMWNA cannot change his lease agreement.

Attachments

File Name	Comments

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Customer Service Request Detail # S00812200765

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

Transaction Reason: New Survey
iSky Survey Id: 055028305898
Survey Type: Phone
Dealer Code: 16856
Sales Advisor Id: 0000127642
Sales Advisor First Name: TIE
Sales Advisor Last Name: LUAN
Retail Date: 04/09/2008
Customer Salutation: mr
Customer First Name: [redacted]
Customer Middle Name: H
Customer Suffix:
Customer AM Phone [redacted]
VIN 17: WBANV93598C [redacted]
VIN 7: C [redacted]
Call Disposition Code: CMP
Call Date: 04/25/2008
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: 50
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 WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HE ORDERED A VEHICLE FROM THIS CENTER AND WHEN HE TOLD THEM WHAT HE WANTED HE THOUGHT EVERYTHING WOULD BE OKAY. ONCE THE VEHICLE CAME FROM THE FACTORY THE PEOPLE AT THE CENTER KNEW THAT SOMEWHERE THE ORDER GOT MESSED UP AND DID NOT INFORM HIM THAT THE

Activity Status:	Done	Activity Updated:	5/2/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/2/08 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:	5/6/08 05:49PM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	5/6/08 05:47PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cci sttd he ordered car, car came with trim cust didnt order. cust asked if BMWNA can change his lease contract, lower his payments?		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00812306785

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sports Wagon
Mileage:	
Sale:	3/14/08 12:00AM
In Service Date:	6/1/07 12:00AM
Production Date:	4/5/07 12:00AM

Service Request

Service Request #:	S00812306785
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/2/08 09:12PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/2/08 09:12PM
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.

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	ENGINE - GENERAL	1000	ENGINE - GENERAL

Solution Notes

Solution

Attachments

File Name	Comments

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Customer Service Request Detail # S00812306785

Activity Status:	Done	Activity Updated:	5/2/08 09:12PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 09:12PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 09:12PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028301957
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: 5419
Service Tech Cust Pay Code: 7275
Service Tech First Name: PEDRITO
Service Tech Last Name: ANIEZ
Repair Date: 03/27/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBAPT73518C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 246791
Call Disposition Code: CMP
Call Date: 04/28/2008
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: 0
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 TO TELL THEM THIS CENTER HAS A WORK LOAD THAT EXCEEDS CAPACITY SO THEY ARE NOT ABLE TO PROVIDE A HIGH LEVEL OF CUSTOMER SERVICE. THE WORK TOOK LONGER THAN PROMISED IN ADDITION TO A DAY DELAY WHEN HIS APPT WAS NOT ON THE ...

... SCHEDULE.	...

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 o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 03:06AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/2/08 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:

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Customer Service Request Detail # S00812308495

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	550i
Mileage:	
Sale:	3/25/08 12:00AM
In Service Date:	3/25/08 12:00AM
Production Date:	7/16/07 12:00AM

Service Request

Service Request #:	S00812308495
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/2/08 09:47PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/2/08 09:47PM
Assigned Dealer:	
Identified Dealer:	South Bay 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

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Customer Service Request Detail # S00812308495

Activity Status:	Done	Activity Updated:	5/2/08 09:47PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 09:47PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 09:47PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028512702
Survey Type: Phone
Dealer Code: 22007
Service Advisor SSN: 5251
Service Advisor Cust Pay Code: 208
Service Advisor First Name: DARRYL
Service Advisor Last Name: KWOCK
Service Tech SSN: 5778
Service Tech Cust Pay Code: 210
Service Tech First Name: OBED
Service Tech Last Name: URIOSTEGUI
Repair Date: 04/15/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANW33508[redacted]
VIN 7: [redacted]
Invoice Number/RO Number: 072321
Call Disposition Code: CMP
Call Date: 04/29/2008
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 IF THEY HAVE ANY INSIGHT AS TO HOW TO RESOLVE THE PROBLEM. CUSTOMER STATED PART OF THE AUDIO DROPS OUT INTERMITTENTLY. THE BASE DISAPPEARS FOR SEVERAL SECONDS AT RANDOM AND THEY CHANGED THE BATTERY BUT THAT DID N

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:	6/2/08 03:06AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/2/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00812310638

Customer

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

Service Request

Service Request #:	S00812310638
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/2/08 10:45PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/2/08 10:45PM
Assigned Dealer:	
Identified Dealer:	Autobahn Motorcars
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):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	1/18/07 12:00AM
In Service Date:	1/18/07 12:00AM
Production Date:	11/30/06 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	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

Attachments

File Name	Comments

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Customer Service Request Detail # S00812310638

Activity Status:	Done	Activity Updated:	5/2/08 10:45PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 10:45PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 10:45PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028378747
Survey Type: Phone
Dealer Code: 47993
Service Advisor SSN: 0820
Service Advisor Cust Pay Code: 311
Service Advisor First Name: ZACHARY
Service Advisor Last Name: WALKER
Service Tech SSN: 4664
Service Tech Cust Pay Code: 307
Service Tech First Name: MARCO
Service Tech Last Name: REBOLLEDO
Repair Date: 04/10/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53597C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 525378
Call Disposition Code: CMP
Call Date: 04/30/2008
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:
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 VEHICLE IS STILL NOT FIXED. IT HAS BEEN IN THE SHOP FOR A MOUTH. IT CAME OUT AND THEN HAD TO GO BACK IN AGAIN. THE BLUETOOTH IS STILL NOT WORKING.AND IT IS NOT THE CENTERS FAULT BECAUSE THEY REALLY TRIED, BUT BMW WOULD NOT ALLOW THEM T

Activity Status:	Done	Activity Updated:	5/6/08 05:28PM
Activity Type	Initial Customer Contact	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/6/08 05:27PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer left message on rec.		

Note Created:	Note Created By:	Note Type:

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 03		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00812311462

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	
Sale:	4/26/07 12:00AM
In Service Date:	4/26/07 12:00AM
Production Date:	3/12/07 12:00AM

Service Request

Service Request #:	S00812311462
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/2/08 11:04PM
Created By:	ISKY, AAARA
Rep Assigned:	Dyer, Kristen
Date Assigned:	5/7/08 08:46AM
Assigned Dealer:	Holtz House of Vehicles, Inc.
Identified Dealer:	Holtz House of Vehicles, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	5/8/08 04:23PM
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	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

Solution Notes

Solution
dealer to mail out nav disk and also follow up on start issue

Attachments

File Name	Comments

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Customer Service Request Detail # S00812311462

Activity Status:	Done	Activity Updated:	5/2/08 11:04PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 11:04PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 11:04PM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028544022
Survey Type: Phone
Dealer Code: 36841
Service Advisor SSN: 9581
Service Advisor Cust Pay Code: 1035
Service Advisor First Name: David
Service Advisor Last Name: Roberts
Service Tech SSN: 4290
Service Tech Cust Pay Code: 253
Service Tech First Name: AARON
Service Tech Last Name: HAPP
Repair Date: 04/21/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: P
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93558C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 707377
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: 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 WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED THIS THE WORST EXPERIENCE HE HAS EVER HAD. THE JOB SHOULD HAVE TAKEN 24 HOURS TO COMPLETE BUT IT TOOK SEVEN DAYS. IT WAS SUPPOSED TO HAVE AN OIL CHANGE AND A SOFTWARE UPGRADE. THEY RAN DOWN THE BATTERY AND

Activity Status:	Done	Activity Updated:	5/6/08 05:23PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	5/6/08 05:22PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	wrong #		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/6/08 05:55PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	5/6/08 05:55PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	wttr left mess req call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/6/08 07:39PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/6/08 07:33PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	cst called in to discuss issues: follow up call to cell requested [redacted]		

Note Created: 5/6/08 07:34PM	Note Created By: Dyer, Kristen	Note Type: Customer Interaction

customer states that the computer needed to be reset. customer states that dealer said it would be done with oil service in a 24 hour period. this service took 7 days. customer states that his battery was wiped out by dealer during the service and the dealer first tried to blame him and then told him that they would do him a favor and replace it. the customer was in a loaner vehicle but wanted his vehicle back. no one would f/u from the dealership, customer spoke to doug martin and said doug was very nice but customer still wasnt confident. customer was assisted with on a chipped rim issue that dealer took initiative to fix while vwehicle was there, he was happy with this but work was still done poorly. customer also told that the 2008 DVD na v disc that he ordered was on natl back order. writer checked website and this says its in stock, will have tony see if he can help out on this and make a f/u call to csutomer cell. customer is difficult to be reached during day but would like to see if tony can help with a f/u call on his cell [redacted]

Activity Status:	Done	Activity Updated:	5/6/08 07:41PM
Activity Type	Corporate Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/6/08 07:40PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	email to tony c		

Note Created: 5/6/08 07:40PM	Note Created By: Dyer, Kristen	Note Type: Corporate Interaction

He called in. I put in some lengthy notes. Customer vehicle may still have issues, starting and hesitating; but he is seeing if they persist. He also wants get some help on the nav disc. See my notes.

Kristen Dyer
Customer Relations and Services
Specialist

Phone Number
(614) 718-6954
(800) 831-1117*6954
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	5/7/08 08:46AM
Activity Type	Corporate Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	5/7/08 08:46AM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	emailed Kristen that if iSky calls in rep that takes the call and speaks with the customer handles the SR.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/7/08 12:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/7/08 12:44PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	call for doug martin. VM tp doug martin to discuss issue and parts availabiltiy		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 04:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/8/08 03:44PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	call for doug martin		

Note Created: 5/8/08 03:55PM	Note Created By: Dyer, Kristen	Note Type: Dealer Interaction

spoke to doug about the issue. he said yes, the clock reset was having issues and then running problems on the vehicle when uploading the software, this did take awhile and the SA was to blame on bad communication. writer explained also ont he nav disc issue and doug is happy to GW a new disc. customer was in loaner but he understands where customer could be upset with the non communication from the SA. doug said GW on nav disc and will get sent out within normal business mailing. doug states there will be follow up when the upload on clock can be done.	

Activity Status:	Done	Activity Updated:	5/8/08 04:22PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/8/08 04:15PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	call to [redacted]; explained gw disc and f/u promised by doug. he said he wants to talk to doug bc yesterday parts told him again that 135 on natl		

Note Created: 5/8/08 04:22PM	Note Created By: Dyer, Kristen	Note Type: Customer Interaction

backorder.	

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Customer Service Request Detail # S00812801014

Customer

Name:	Mr T[redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	[redacted]
Apt/Ste:	
City/State/Zip:	PALM BEACH GARDENS, FL[redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	2/18/07 12:00AM
In Service Date:	2/18/07 12:00AM
Production Date:	9/26/06 12:00AM

Service Request

Service Request #:	S00812801014
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/7/08 04:54AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/7/08 04:54AM
Assigned Dealer:	
Identified Dealer:	Braman Motorcars
Date Resolved:	
Resolve Rep:	
Date Closed:	6/6/08 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
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

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Customer Service Request Detail # S00812801014

Activity Status:	Done	Activity Updated:	5/7/08 04:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/7/08 04:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/7/08 04:54AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028475652
Survey Type: Phone
Dealer Code: 46891
Service Advisor SSN: 9852
Service Advisor Cust Pay Code: 699
Service Advisor First Name: KERRY
Service Advisor Last Name: CROWDER
Service Tech SSN: 0742
Service Tech Cust Pay Code: 62
Service Tech First Name: VERLEY
Service Tech Last Name: MOYTON
Repair Date: 04/21/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 541113
Call Disposition Code: CMP
Call Date: 05/01/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
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: 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 IN REGARDS TO HIS DISSATISFACTION WITH THE CENTER. CUSTOMER STATED THIS IS HIS FORTH BMW HE HAS PURCHASED FROM THIS CENTER AS THERE ARE NO OTHER BMW CENTERS IN THIS AREA. THEY WERE UNABLE TO RESOLVE THE PROBLEM REGARDING THE LEFT F

Activity Status:	Done	Activity Updated:	5/8/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 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 Type	Customer Interaction
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/5/08 03:04AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #2. Call code o
Activity Updated:	6/5/08 03:04AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Final Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/6/08 03:03AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #3. Call code o
Activity Updated:	6/6/08 03:03AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00812801435

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi Sedan
Mileage:	
Sale:	4/21/08 12:00AM
In Service Date:	4/21/08 12:00AM
Production Date:	3/12/08 12:00AM

Service Request

Service Request #:	S00812801435
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/7/08 05:05AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/7/08 05:05AM
Assigned Dealer:	
Identified Dealer:	BMW of Bayside
Date Resolved:	
Resolve Rep:	
Date Closed:	6/6/08 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
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0017	RATTLES AND SQUEAKS

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00812801435

Activity Status:	Done	Activity Updated:	5/7/08 05:05AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/7/08 05:05AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/7/08 05:05AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028590800
Survey Type: Phone
Dealer Code: 10695
Service Advisor SSN: 1105
Service Advisor Cust Pay Code: 1105
Service Advisor First Name: George
Service Advisor Last Name: Fan
Service Tech SSN: 8692
Service Tech Cust Pay Code: 8692
Service Tech First Name: bramby
Service Tech Last Name: sundown
Repair Date: 04/23/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: M
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANV13558C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 236362
Call Disposition Code: DNA
Call Date: 05/01/2008
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: MARK STAPLER. CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED BMW NA CAN CONTACT HIM AT 516-767-0549. THEY ONLY HAD THEIR BMW FOR FOUR DAYS. THEY LOVED THE WAY IT DROVE AND LOOKED. IT STRUCK HIM HE HAD TO TAKE IT IN JUST FOUR DAYS OF DRIVING IT. HE UNDERSTAN

Activity Status:	Done	Activity Updated:	5/8/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 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 Type	Customer Interaction
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/5/08 03:05AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #2. Call code o
Activity Updated:	6/5/08 03:05AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Final Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/6/08 03:05AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #3. Call code o
Activity Updated:	6/6/08 03:05AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00813103417

Customer

Name:	Dr. [redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	WEST LINN, OR [redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	2/28/07 12:00AM
In Service Date:	2/28/07 12:00AM
Production Date:	1/10/07 12:00AM

Service Request

Service Request #:	S00813103417
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/10/08 01:19AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/10/08 01:19AM
Assigned Dealer:	
Identified Dealer:	Rasmussen BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/9/08 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
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00813103417

Activity Status:	Done	Activity Updated:	5/10/08 01:19AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/10/08 01:19AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/10/08 01:19AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028606290
Survey Type:
Dealer Code: 36074
Service Advisor SSN: 3010
Service Advisor Cust Pay Code: 5188
Service Advisor First Name: BRYAN
Service Advisor Last Name: FARLEY
Service Tech SSN: 1266
Service Tech Cust Pay Code: 5097
Service Tech First Name: MICHAEL
Service Tech Last Name: HEBERT
Repair Date: 04/29/2008
Customer Salutation: .
Customer First Name: [redacted]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBANE73577C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 236251
Call Disposition Code: CMP
Call Date: 05/05/2008
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: 75
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 ABOUT RASMUSSENS SERVICE, IT HAS DETERIORATED PRECIPITOUSLY SINCE HE HAS USED THEM. THE SERVICE TAKES FOREVER. THE SERVICE ADVISORS ARE HARD TO CONTACT AND OFTEN RUDE. HE OWNS TWO BMWS AND HE IS LOOKING FOR ANOTHER PLACE TO SERVICE HIS VEHICLES.

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:	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 03:03AM
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:	Note Type:

Activity Status:	Done	Activity Updated:	6/6/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/6/08 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:	6/9/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00813103675

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	
Sale:	6/13/07 12:00AM
In Service Date:	6/13/07 12:00AM
Production Date:	3/19/07 12:00AM

Service Request

Service Request #:	S00813103675
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/10/08 01:24AM
Created By:	ISKY, AAARA
Rep Assigned:	Fronckel, Eric
Date Assigned:	5/13/08 05:48PM
Assigned Dealer:	
Identified Dealer:	Murray BMW of Denver
Date Resolved:	
Resolve Rep:	
Date Closed:	5/13/08 05:49PM
Close Rep:	Fronckel, Eric
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	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
spkng to cust under most recent SR, closed this SR as duplicates exist

Attachments

File Name	Comments

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Customer Service Request Detail # S00813103675

Activity Status:	Done	Activity Updated:	5/10/08 01:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/10/08 01:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/10/08 01:24AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028604909
Survey Type: Phone
Dealer Code: 05095
Service Advisor SSN: 5617
Service Advisor Cust Pay Code: 60149
Service Advisor First Name: Deborah
Service Advisor Last Name: Wolfe
Service Tech SSN: 3675
Service Tech Cust Pay Code: 216
Service Tech First Name: Casey
Service Tech Last Name: Randolph
Repair Date: 05/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93588C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 182272
Call Disposition Code: CMP
Call Date: 05/06/2008
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:
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 HER BMW HAS MULTIPLE PROBLEMS. SHE IS IN THE CENTER FOR REPAIRS EVERY MONTH. SOMETIMES TWO OR THREE TIMES A MONTH. SHE WOULD NOT RECOMMEND BMW OR THE CENTER TO ANYONE. HER NAVIGATION SCREEN IS FROZEN AND SHE WILL HAVE TO GO IN FOR IT N

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Customer Service Request Detail # S00813303209

Customer

Name:	Dr. [redacted]
Preferred Communication Method:	
Work #:	[redacted]
Home #:	
Cell #:	
Street Address:	
Apt/Ste:	
City/State/Zip:	WEST LINN, OR [redacted]

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	2/28/07 12:00AM
In Service Date:	2/28/07 12:00AM
Production Date:	1/10/07 12:00AM

Service Request

Service Request #:	S00813303209
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/12/08 01:47AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/12/08 01:47AM
Assigned Dealer:	
Identified Dealer:	Rasmussen BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/9/08 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
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00813303209

Activity Status:	Done	Activity Updated:	5/12/08 01:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/12/08 01:47AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/12/08 01:47AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028606290
Survey Type:
Dealer Code: 36074
Service Advisor SSN: 3010
Service Advisor Cust Pay Code: 5188
Service Advisor First Name: BRYAN
Service Advisor Last Name: FARLEY
Service Tech SSN: 1266
Service Tech Cust Pay Code: 5097
Service Tech First Name: MICHAEL
Service Tech Last Name: HEBERT
Repair Date: 04/29/2008
Customer Salutation: [redacted]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73577C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 236251
Call Disposition Code: CMP
Call Date: 05/05/2008
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: 75
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 ABOUT RASMUSSENS SERVICE, IT HAS DETERIORATED PRECIPITOUSLY SINCE HE HAS USED THEM. THE SERVICE TAKES FOREVER. THE SERVICE ADVISORS ARE HARD TO CONTACT AND OFTEN RUDE. HE OWNS TWO BMWS AND HE IS LOOKING FOR ANOTHER PLACE TO SERVICE HIS VEHICLES.

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Customer Service Request Detail # S00813303209

Activity Status:	Done	Activity Updated:	6/9/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/9/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00813303467

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi Sedan
Mileage:	9,500
Sale:	6/13/07 12:00AM
In Service Date:	6/13/07 12:00AM
Production Date:	3/19/07 12:00AM

Service Request

Service Request #:	S00813303467
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/12/08 01:54AM
Created By:	ISKY, AAARA
Rep Assigned:	Fronckel, Eric
Date Assigned:	5/13/08 05:49PM
Assigned Dealer:	
Identified Dealer:	Murray BMW of Denver
Date Resolved:	
Resolve Rep:	
Date Closed:	5/21/08 01:40PM
Close Rep:	Fronckel, Eric
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	BRAKES	3400	BRAKES
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 has been adv. nothing in repair history which indicates a recurring problem, but dlr values her business very much; wrtr provided Dan's # in svc @ his req, provided my cb # as well. SR closed pending cust cb.

Attachments

File Name	Comments

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Customer Service Request Detail # S00813303467

Activity Status:	Done	Activity Updated:	5/12/08 01:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/12/08 01:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/12/08 01:54AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028604909
Survey Type: Phone
Dealer Code: 05095
Service Advisor SSN: 5617
Service Advisor Cust Pay Code: 60149
Service Advisor First Name: Deborah
Service Advisor Last Name: Wolfe
Service Tech SSN: 3675
Service Tech Cust Pay Code: 216
Service Tech First Name: Casey
Service Tech Last Name: Randolph
Repair Date: 05/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93588C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 182272
Call Disposition Code: CMP
Call Date: 05/06/2008
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:
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 HER BMW HAS MULTIPLE PROBLEMS. SHE IS IN THE CENTER FOR REPAIRS EVERY MONTH. SOMETIMES TWO OR THREE TIMES A MONTH. SHE WOULD NOT RECOMMEND BMW OR THE CENTER TO ANYONE. HER NAVIGATION SCREEN IS FROZEN AND SHE WILL HAVE TO GO IN FOR IT N

Activity Status:	Done	Activity Updated:	5/13/08 05:56PM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	5/13/08 05:51PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	Ccb, returning iSky calls. Cust stts veh has been in for svc too much, only owned veh for less than a year		

Note Created: 5/13/08 05:54PM	Note Created By: Fronckel, Eric	Note Type: Customer Interaction

cust stts all problems have been corrected @ dlr under warranty, loaners provided, but she is tired of going in-and-out of svc so often. Cust stts if problems persist, she will trade-in veh, but would prefer to keep veh and not have to go in so often for svc. Wrtr adv. will check w/dlr to see if any persistant issues found, recognized.

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 s		

Note Created:	Note Created By:	Note Type:

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 s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/15/08 02:54PM
Activity Type	Dealer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	5/15/08 02:54PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	LVM w/SM, Scott, adv. of cust's concern and req. cb.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/16/08 05:15PM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	5/16/08 05:15PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	LVM w/cust, adv. still researching concerns, aplgz'd about delay.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Dealer Interaction
Activity Assigned To:	Fronckel, Eric
Activity Created:	5/21/08 01:07PM
Activity Created By:	Fronckel, Eric
Activity Description:	spk w/svc advisor, Dan, he adv. 6 RO's since delivery, cust is very valuable to them, provided his personal contact # to give to cust if she ever has
Activity Updated:	5/21/08 01:13PM
Activity Updated By:	Fronckel, Eric
Email From:	
Email To:	

Note Created: 5/21/08 01:12PM	Note Created By: Fronckel, Eric	Note Type: Dealer Interaction

further problems. Dan adv. nothing in repair history which indicates any problem will reoccur, but does want to be in contact w/cust if problems arise.

Activity Status:	Done	Activity Updated:	5/21/08 01:36PM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	5/21/08 01:36PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	LVM w/cust, provided Dan's # in svc @ his request (303-639-7940), provided my cb # as well		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814001861

Customer

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

Service Request

Service Request #:	S00814001861
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/19/08 01:00AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/19/08 01:00AM
Assigned Dealer:	
Identified Dealer:	Classic BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/18/08 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):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i Sedan
Mileage:	
Sale:	5/12/06 12:00AM
In Service Date:	5/12/06 12:00AM
Production Date:	4/7/06 12:00AM

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
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
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments

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Customer Service Request Detail # S00814001861

Activity Status:	Done	Activity Updated:	5/19/08 01:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 01:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 01:00AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028719795
Survey Type: Phone
Dealer Code: 42111
Service Advisor SSN: 6625
Service Advisor Cust Pay Code: 191
Service Advisor First Name: VICTOR
Service Advisor Last Name: JAIMES
Service Tech SSN: 1434
Service Tech Cust Pay Code: 2439
Service Tech First Name: Tony
Service Tech Last Name: Sommer
Repair Date: 05/01/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53587C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 586108
Call Disposition Code: CMP
Call Date: 05/14/2008
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: 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 HAS TALKED TO HER SERVICE ADVISOR AND WITHIN THREE WEEKS HER AIR CONDITIONING WOULD NOT SHUT OFF. SINCE THEN SHE HAS HAD INTERMITTENT TELEPHONE SERVICE IN BMW AND IT HAS BEEN IN THE CENTER FOR DIFFERENT COMPUTER REASONS. YOU CANNOT ASK FOR BETTER

Activity Status:	Done	Activity Updated:	5/21/08 04:37AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:37AM	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 Type	Customer Interaction
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/16/08 03:04AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #2. Call code s
Activity Updated:	6/16/08 03:04AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

Activity Status:	Done
Activity Type	Final Customer Contact
Activity Assigned To:	GenSurvey, fm
Activity Created:	6/18/08 03:05AM
Activity Created By:	GenSurvey, fm
Activity Description:	Davox call attempted. Attempts #3. Call code s
Activity Updated:	6/18/08 03:05AM
Activity Updated By:	GenSurvey, fm
Email From:	
Email To:	

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814002893

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530i Sedan
Mileage:	
Sale:	3/31/07 12:00AM
In Service Date:	3/31/07 12:00AM
Production Date:	2/13/07 12:00AM

Service Request

Service Request #:	S00814002893
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/19/08 01:18AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/19/08 01:18AM
Assigned Dealer:	
Identified Dealer:	McKenna 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

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Customer Service Request Detail # S00814002893

Activity Status:	Done	Activity Updated:	5/19/08 01:18AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 01:18AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 01:18AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028539455
Survey Type:
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: 0447
Service Tech Cust Pay Code: 736
Service Tech First Name: Darel
Service Tech Last Name: Neblett
Repair Date: 04/22/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANE73507C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 567836
Call Disposition Code: CMP
Call Date: 05/14/2008
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: 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 WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HE HAD PURCHASED A SIX DISK CD CHANGER AND THEY SOLD THE VEHICLE WITHOUT CALLING HIM AND HAVING HIM COME GET THESE ITEMS. THEY SOLD THE VEHICLE AND MADE A PROFIT ON HIS THINGS THAT HE HAD ADDED TO THE VEHICLE. THE

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Customer Service Request Detail # S00814002893

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 o		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814003012

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528i Sedan
Mileage:	
Sale:	2/22/08 12:00AM
In Service Date:	2/22/08 12:00AM
Production Date:	1/17/08 12:00AM

Service Request

Service Request #:	S00814003012
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/19/08 01:22AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/19/08 01:22AM
Assigned Dealer:	
Identified Dealer:	BMW of Fort Myers
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

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Customer Service Request Detail # S00814003012

Activity Status:	Done	Activity Updated:	5/19/08 01:22AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 01:22AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 01:22AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028694052
Survey Type:
Dealer Code: 22081
Service Advisor SSN: 0037
Service Advisor Cust Pay Code: 49226
Service Advisor First Name: EDWARD
Service Advisor Last Name: CASTILLO
Service Tech SSN: 4468
Service Tech Cust Pay Code: 52253
Service Tech First Name: Edson
Service Tech Last Name: Hernandez
Repair Date: 04/28/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: K
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANU53508C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 46405
Call Disposition Code: CMP
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: 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 HAD TWO PROBLEMS WITH THE IDRIVE (IN 2800 MILES). BMW OF FT MYERS COULD NOT DUPLICATE THE IDRIVE SLIPPING OUT OF AND CHANGING GEARS. YESTERDAY, GERMAN BMW OF NAPLES COULD NOT DETERMINE WHY THE SCREEN WENT BLANK, FLASHED ON WITH KM AND CENT

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Customer Service Request Detail # S00814003012

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:

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Customer Service Request Detail # S00814204815

Customer

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

Vehicle

Chassis # (US):	C [redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi Sedan
Mileage:	
Sale:	5/30/06 12:00AM
In Service Date:	5/30/06 12:00AM
Production Date:	5/4/06 12:00AM

Service Request

Service Request #:	S00814204815
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/21/08 06:06AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/21/08 06:06AM
Assigned Dealer:	
Identified Dealer:	Bill Jacobs BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/20/08 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
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
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

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Customer Service Request Detail # S00814204815

Activity Status:	Done	Activity Updated:	5/21/08 06:06AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/21/08 06:06AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/21/08 06:06AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028749693
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 5510
Service Advisor Cust Pay Code: 1141
Service Advisor First Name: KATE
Service Advisor Last Name: SANTAMARIA
Service Tech SSN: 9402
Service Tech Cust Pay Code: 1831
Service Tech First Name: BREWSTER
Service Tech Last Name: CHARLES
Repair Date: 05/06/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone [redacted]
Customer PM Phone:
VIN 17: WBANF73587C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 066936
Call Disposition Code: CMP
Call Date: 05/16/2008
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: 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. HENREY KLAPHOLZ ANSWERED. CUSTOMER STATED HE HAD A PROBLEM WITH THE RADIO AND HE FELT THE CENTER WOULD NOT DO THE RESEARCH IT TOOK TO FIX THE PROBLEM. HE SAID THIS IS HIS SECOND VISIT FOR THE SAME PROBLEM. H

Activity Status:	Done	Activity Updated:	5/23/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/23/08 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:	6/19/08 03:01AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/19/08 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:	6/20/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/20/08 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:

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Customer Service Request Detail # S00814302158

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	535xi
Mileage:	
Sale:	8/2/07 12:00AM
In Service Date:	8/2/07 12:00AM
Production Date:	6/1/07 12:00AM

Service Request

Service Request #:	S00814302158
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/22/08 12:54AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/22/08 12:54AM
Assigned Dealer:	
Identified Dealer:	Motor Werks BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/22/08 04:44PM
Close Rep:	Sewer, Rochelle
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
cci sts got message to call BMW back. adv did not need to be contacted and had nothing to add to his experience.

Attachments

File Name	Comments

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Customer Service Request Detail # S00814302158

Activity Status:	Done	Activity Updated:	5/22/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/22/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/22/08 12:54AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028778118
Survey Type: Phone
Dealer Code: 62900
Service Advisor SSN: 3406
Service Advisor Cust Pay Code: 276
Service Advisor First Name: ROBERTA
Service Advisor Last Name: HAGAMAN
Service Tech SSN: 0222
Service Tech Cust Pay Code: 174
Service Tech First Name: Pawel
Service Tech Last Name: Jaszewski
Repair Date: 05/14/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV93558C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 086392
Call Disposition Code: CMP
Call Date: 05/19/2008
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 IS HAVING AN INTERMITTENT PROBLEM WITH THE IDRIVE, NO RADIO OR TELEPHONE. IT JUST BECOMES UNAVAILABLE, THEN HE WAITS ABOUT AN HOUR AND IT COMES BACK. THE CENTER PUTS IT ON THE COMPUTER AND CANNOT FIND A PROBLEM. HE SAID THEY DI

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Customer Service Request Detail # S00814302158

Activity Status:	Done	Activity Updated:	5/22/08 04:36PM
Activity Type	Initial Customer Contact	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	5/22/08 04:36PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/22/08 04:43PM
Activity Type	Customer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	5/22/08 04:43PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	cci sts got message to call BMW back. adv did not need to be contacted and had nothing to add to his experience.		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814302763

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	525i
Mileage:	
Sale:	10/28/06 12:00AM
In Service Date:	10/28/06 12:00AM
Production Date:	9/20/06 12:00AM

Service Request

Service Request #:	S00814302763
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/22/08 01:06AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/22/08 01:06AM
Assigned Dealer:	
Identified Dealer:	Leith 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,	4100	BODY - FENDERS, HOOD, ROOF, TRUNK
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

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Customer Service Request Detail # S00814302763

Activity Status:	Done	Activity Updated:	5/22/08 01:06AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/22/08 01:06AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/22/08 01:06AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028784878
Survey Type:
Dealer Code: 55200
Service Advisor SSN: 3421
Service Advisor Cust Pay Code: 3421
Service Advisor First Name: Charles
Service Advisor Last Name: Wilson
Service Tech SSN: 1468
Service Tech Cust Pay Code: 1468
Service Tech First Name: TOM
Service Tech Last Name: HENDRICKSON
Repair Date: 05/15/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name: B
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANE53527C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 280692
Call Disposition Code: CMP
Call Date: 05/19/2008
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: 75
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 THEY HAVE COMPLAINED REPEATEDLY ABOUT THE POOR QUALITY OF THE GPS SYSTEM OVER THE COURSE OF THE YEAR EVEN CALLING NATIONAL CUSTOMER SERVICE AND HAVE BEEN TOLD THE REGIONAL MANAGER WOULD CALL BUT IT NEVER HAPPENS. THEY SAID THEY WANT A REFUND

Activity Status:	Done	Activity Updated:	5/23/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/23/08 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:	6/23/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/23/08 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:

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Customer Service Request Detail # S00814504311

Customer

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

Vehicle

Chassis # (US):	E[redacted]
Chassis # (Non - US):	
Year:	2008
Model:	528xi Sedan
Mileage:	
Sale:	6/23/07 12:00AM
In Service Date:	6/23/07 12:00AM
Production Date:	5/16/07 12:00AM

Service Request

Service Request #:	S00814504311
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/24/08 01:15AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/24/08 01:15AM
Assigned Dealer:	
Identified Dealer:	DiFeo 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

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Customer Service Request Detail # S00814504311

Activity Status:	Done	Activity Updated:	5/24/08 01:15AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/24/08 01:15AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/24/08 01:15AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028779257
Survey Type: Phone
Dealer Code: 76350
Service Advisor SSN: 6350
Service Advisor Cust Pay Code: 1407
Service Advisor First Name: Gem
Service Advisor Last Name: Camorongan
Service Tech SSN: 4003
Service Tech Cust Pay Code: 11899
Service Tech First Name: Carlos
Service Tech Last Name: Nunez
Repair Date: 05/14/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
VIN 17: WBANV13548E[redacted]
VIN 7: E[redacted]
Invoice Number/RO Number: 160868
Call Disposition Code: TPI
Call Date: 05/21/2008
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: 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: TPI NAME: IVY SOLOWIEJCZYK. CUSTOMER STATED THE SERVICE WAS FINE BUT THE NAVIGATION SYSTEM STILL DOES NOT WORK.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...

... Answer: Unadjusted Q6a Answer:	...

Activity Status:	Done	Activity Updated:	5/30/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814902383

Customer

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

Service Request

Service Request #:	S00814902383
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/28/08 12:59AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/28/08 12:59AM
Assigned Dealer:	
Identified Dealer:	BMW of Bridgeport
Date Resolved:	
Resolve Rep:	
Date Closed:	6/26/08 05:17PM
Close Rep:	Mcgrew, Christa
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xi
Mileage:	
Sale:	5/18/06 12:00AM
In Service Date:	5/18/06 12:00AM
Production Date:	4/19/06 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
customer advsd there wasn othing further to discuss

Attachments

File Name	Comments

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Customer Service Request Detail # S00814902383

Activity Status:	Done	Activity Updated:	5/28/08 12:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/28/08 12:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/28/08 12:59AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028652210
Survey Type: Phone
Dealer Code: 24618
Service Advisor SSN: 7416
Service Advisor Cust Pay Code: 892
Service Advisor First Name: Bernard
Service Advisor Last Name: Croker
Service Tech SSN: 5939
Service Tech Cust Pay Code: 837
Service Tech First Name: MICHAEL
Service Tech Last Name: WIELK
Repair Date: 05/02/2008
Customer Salutation:
Customer First Name: [redacted]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [redacted]
Customer PM Phone:
VIN 17: WBANF73557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 069726
Call Disposition Code: CMP
Call Date: 05/23/2008
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: 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 STATED HE WENT IN BECAUSE THE SERVICE LIGHT WAS ON. THIS IS THE SECOND TIME HE HAS BEEN IN FOR THE SAME TYPE OF PROBLEM. THEY TOLD HIM THEY COULD NOT FIND ANY PROBLEMS WITH THE I-DRIVE AND DID NOT DO ANYTHING TO FIX THE ISSUE. THE PROBLEM RECURRED A DAY

BMW of North America, Inc.

Customer Service Request Detail # S00814902383

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 o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/26/08 05:17PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	6/26/08 05:16PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	spoke with customer who advsd nothing further to discuss, said all he needed to say		

Note Created:	Note Created By:	Note Type:

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Customer Service Request Detail # S00814902870

Customer

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

Vehicle

Chassis # (US):	C[redacted]
Chassis # (Non - US):	
Year:	2007
Model:	530xiT
Mileage:	
Sale:	10/29/06 12:00AM
In Service Date:	10/29/06 12:00AM
Production Date:	9/20/06 12:00AM

Service Request

Service Request #:	S00814902870
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/28/08 01:09AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/28/08 01:09AM
Assigned Dealer:	
Identified Dealer:	BMW of Bellevue
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

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Customer Service Request Detail # S00814902870

Activity Status:	Done	Activity Updated:	5/28/08 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/28/08 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/28/08 01:10AM | Note Created By: ISKY, AAARA | Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028863057
Survey Type: Phone
Dealer Code: 10732
Service Advisor SSN: 4251
Service Advisor Cust Pay Code: 1090
Service Advisor First Name: Deandra
Service Advisor Last Name: Remedios
Service Tech SSN: 0154
Service Tech Cust Pay Code: 1038
Service Tech First Name: TOM
Service Tech Last Name: DODOS
Repair Date: 05/15/2008
Customer Salutation:
Customer First Name[redacted]
Customer Middle Name: G
Customer Suffix:
Customer AM Phone[redacted]
Customer PM Phone:
VIN 17: WBANN73557C[redacted]
VIN 7: C[redacted]
Invoice Number/RO Number: 712582
Call Disposition Code: CMP
Call Date: 05/23/2008
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: 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 HAS COMPUTER GLITCHES. IT WAS TAKEN IN FOR MAINTENANCE AND IT WAS IN THE CENTER FOR TWO DAYS BECAUSE OF THE COMPUTER. HIS OTHER VEHICLE HAS THE SAME PROBLEM. HIS SERVICE ADVISORS NAME WAS DEEANDRA. SHE IS GREAT. THE VEHICLES SHOU