



Customer Service Request Detail # 200735301131

Customer

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

Service Request

Service Request #: 200735301131
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 12/19/07 11:58AM
 Created By: Zika, Debbie
 Rep Assigned: Young, Elaine
 Date Assigned: 12/19/07 12:01PM
 Assigned Dealer: Bob Smith BMW
 Identified Dealer: Bob Smith BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/25/08 11:51AM
 Close Rep: Young, Elaine
 Issue Note: Akopian-Atty Ltr CA Lemon; repeat repairs SRS warning light

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage: 24,500
 Sale: 5/30/06 12:00AM
 In Service Date: 5/30/06 12:00AM
 Production Date: 1/27/06 12:00AM

Code Descriptions

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

Solution Notes

Solution
BMW repurchased vehicle per Cal lemon law. surrender is complete.

Attachments

File Name	Comments
[REDACTED] Defect Not chl	



Customer Service Request Detail # 200735301131

Activity Status:	Done	Activity Updated:	12/19/07 12:51PM
Activity Type	General	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	12/19/07 12:00PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Akopian-Atty Ltr CA Lemon; repeat repairs SRS warning light		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/19/07 12:50PM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	12/19/07 12:50PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent attyacklgmt ltr-see note		

Note Created: 12/19/07 12:50PM	Note Created By: Young, Elaine	Note Type: Customer's Attorney
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<p>From: Young Elaine, (T) Sent: Wednesday, December 19, 2007 12:47 PM To: [REDACTED] Subject: RE: Margarita Kazarian-Vin DT38926</p> <p>December 19, 2007</p> <p>Akopian & Associates, P.C. 130 North Bran Blvd., Suite 300 Glendale, CA 91203</p> <p>Re: [REDACTED] VIN [REDACTED]</p> <p>Dear Counsel:</p> <p>You contacted BMW of North America, LLC on behalf of your client, [REDACTED] regarding 2006 BMW 750Li .</p> <p>Senior members of BMW's management team are now reviewing the service history and records for your clients' 750Li. A representative will soon contact you to discuss their findings and recommendations.</p> <p>We thank you for your cooperation in bringing about a fair and prompt resolution to this concern.</p> <p>Sincerely, Elaine</p>	
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Customer Service Request Detail # 200735301131

Activity Status:	Done	Activity Updated:	12/19/07 01:24PM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	12/19/07 01:23PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	CRITICAL sent to the field-see note-		

Note Created: 12/19/07 01:23PM Note Created By: Young, Elaine Note Type: Field Interaction

From: Young Elaine, (T)
 Sent: Wednesday, December 19, 2007 1:22 PM
 To: Terlecki Gary, V4-US-V-34; Zapcic Shane, V4-US-V-3-A; Cartwright David, V4-US-V-34; Huzyak Ed, V4-US-V-3-A
 Subject: CRITICAL:Margarita Kazarian-Vin DT38926-Bob Smith BMW-2006 750Li

MARKET 34

DO NOT CONTACT CUSTOMER

[REDACTED]

ivmg 24,300
 Bob Smith BMW
 Vin# D [REDACTED] /2006 750Li

Attached is a copy of the attorney letter claiming a potential lemon. I will obtain copies of the RO's and review. I will advise you of my findings. According to DCS there was one repair for SRS light and a repair for airbag light. This vehicle is still under warranty until May 2010. Please advise me as to how you would like to proceed. Thank you.

Sincerely,
 Elaine

Activity Status:	Done	Activity Updated:	12/19/07 01:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	12/19/07 01:29PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	reqsted ro's frm dlr-see note		

Note Created: 12/19/07 01:29PM Note Created By: Young, Elaine Note Type: Dealer Interaction

From: Young Elaine, (T)
 Sent: Wednesday, December 19, 2007 1:29 PM
 To: 'Catherine'
 Subject: RE: [REDACTED] Vin D [REDACTED]

Hi Catherine,

Merry Christmas and Happy New Year to you!

Can you please fax or email me the RO's related to this Vin? The customer is claiming a potential lemon. Thank you.

Sincerely,
 Elaine



Customer Service Request Detail # 200735301131

Activity Status:	Done	Activity Updated:	1/2/08 10:57AM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/2/08 10:57AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	amm advd buybk-see note		

Note Created: 1/2/08 10:57AM Note Created By: Young, Elaine Note Type: Field Interaction

From: Zapcic Shane, V4-US-V-3-A
Sent: Wednesday, December 26, 2007 4:02 PM
To: Young Elaine, (T)
Subject: RE: CRITICAL [REDACTED] Vin D [REDACTED] -Bob Smith
BMW-2006 750Li

Hello Elaine.

2 time SRS within 18/18. Please move forward with the repurchase.

Regards,

Shane Zapcic
Aftersales Market Manager
BMW of North America, LLC
805-657-3356 mobile
661-274-9259 fax

Activity Status:	Done	Activity Updated:	1/3/08 12:06PM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/3/08 12:05PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent settlemnt agrmnt to atty-see note		

Note Created: 1/3/08 12:06PM Note Created By: Young, Elaine Note Type: Customer's Attorney



Customer Service Request Detail # 200735301131

From: Young Elaine, (T)
Sent: Thursday, January 03, 2008 12:04 PM
To: [REDACTED]
Subject: RE: [REDACTED] -D [REDACTED]

Good morning John,

BMW of North America, LLC (BMW NA) would like to propose the offer to repurchase your client [REDACTED] 2006 BMW 750Li. Our offer is based on the following calculations:

Down Payment	\$1,920.75
Payments Made	\$24,700.00
Attorney Fees	\$3,500.00
Mileage @ Failure	21,185
Purchase Price	\$84,457.72
Usage Fee	\$14,910.31
Total Due Customer	\$11,710.44
Total Attorney	\$3,500.00
Payoff to BMW FS	\$68,255.71

If you accept our repurchase offer, please return the attached settlement agreement signed and notarized, and I will forward for processing.

If you have any questions, please feel free to contact me.

Thanks,
Elaine

Activity Status:	Done	Activity Updated:	1/9/08 11:19AM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/9/08 11:19AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	? status with atty-see note		

Note Created: 1/9/08 11:19AM Note Created By: Young, Elaine Note Type: Customer's Attorney

From: Young Elaine, (T)
Sent: Wednesday, January 09, 2008 11:19 AM
To: [REDACTED]
Subject: FW: RE: [REDACTED] -DT [REDACTED]

Hi John,

Have you had the opportunity to review this with your client? Please advise. Thank you.

Regards,
Elaine



Customer Service Request Detail # 200735301131

Activity Status:	Done	Activity Updated:	1/10/08 01:58PM
Activity Type	Customer's Attorney	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/10/08 01:58PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	atty gv status-see note		

Note Created: 1/10/08 01:58PM Note Created By: Young, Elaine Note Type: Customer's Attorney

From: John Akopian, Esq. [mailto:john@akopianlaw.com]
 Sent: Thursday, January 10, 2008 1:57 PM
 To: Young Elaine, (T)
 Subject: Re: RE [REDACTED] - [REDACTED]

Hi Elaine:

I will fax you the notarized release in few days. Thanks

Activity Status:	Done	Activity Updated:	1/11/08 12:52PM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/11/08 12:51PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent signed settlemnt to ISG-see note		

Note Created: 1/11/08 12:52PM Note Created By: Young, Elaine Note Type: Corporate Interaction

From: Young Elaine, (T)
 Sent: Friday, January 11, 2008 12:52 PM
 To: [REDACTED]
 Cc: Fashola Tom, V4-US-V-3-C
 Subject: [REDACTED]-Vin D [REDACTED]

Good afternoon Emma,

Attached is the signed settlement agreement and financials for this repurchase. We are buying the car back due to repair issues for airbags and SRS light as well as others. The attorney is Akopian & Associates at 818 244-0050. Can you please notify me when the surrender is complete? Thank you.

Sincerely,
 Elaine

Activity Status:	Done	Activity Updated:	1/14/08 09:50AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/14/08 09:49AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	chk reqst sent-see note		

Note Created: 1/14/08 09:50AM Note Created By: Young, Elaine Note Type: Corporate Interaction



Customer Service Request Detail # 200735301131

From: ehickman@impartialservices.com
[mailto:ehickman@impartialservices.com]
Sent: Saturday, January 12, 2008 12:37 PM
To: Fashola Tom, V4-US-V-3-C
Cc: Soto Leslie, (T); Young Elaine, (T); tmckee@impartialservices.com;
KChiles@impartialservices.com
Subject: Check Request Needing Approval - DT38926 - Kazarian

(See attached file: [REDACTED].D [REDACTED].tif)

Thank You!

Emma Hickman
Import Coordinator
Impartial Services Group
2777 Stemmons Frwy, Suite 1425
Dallas, TX 75207

Activity Status:	Done	Activity Updated:	1/14/08 10:43AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/14/08 10:39AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	chk rqst aprvd per tom-see note		

Note Created: 1/14/08 10:39AM Note Created By: Young, Elaine Note Type: Corporate Interaction

From: Fashola Tom, V4-US-V-3-C
Sent: Monday, January 14, 2008 10:29 AM
To: ehickman@impartialservices.com
Cc: Soto Leslie, (T); Young Elaine, (T); tmckee@impartialservices.com;
KChiles@impartialservices.com
Subject: RE: Check Request Needing Approval - DT38926 - Kazarian

Check request approved, please submit to ISG accounting for processing.

Regards,

Activity Status:	Done	Activity Updated:	1/16/08 11:08AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/16/08 11:08AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	agent assigned per ISG-see note		

Note Created: 1/16/08 11:08AM Note Created By: Young, Elaine Note Type: Corporate Interaction



Customer Service Request Detail # 200735301131

<p>From: RKirven@impartialservices.com [mailto:RKirven@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Wednesday, January 16, 2008 11:06 AM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Young Elaine, (T) Subject: ASSIGNED: Owner=[REDACTED] / Vin#=DT38926</p> <p>The Transfer Agent: Jan Share has been assigned to the above referenced case.</p>		
Activity Status:	Done	Activity Updated: 1/22/08 02:52PM
Activity Type	Corporate Interaction	Activity Updated By: Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:
Activity Created:	1/22/08 02:52PM	Email To:
Activity Created By:	Young, Elaine	
Activity Description:	pending atty surrender date	
Note Created:	Note Created By:	Note Type:
Activity Status:	Done	Activity Updated: 1/24/08 09:41AM
Activity Type	Corporate Interaction	Activity Updated By: Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:
Activity Created:	1/24/08 09:40AM	Email To:
Activity Created By:	Young, Elaine	
Activity Description:	chk status with ISG-see note	
Note Created:	Note Created By: Young, Elaine	Note Type: Corporate Interaction
<p>From: Young Elaine, (T) Sent: Thursday, January 24, 2008 9:41 AM To: 'ehickman@impartialservices.com' Subject: FW: ASSIGNED: Owner=KAZARIAN / Vin#=DT38926</p> <p>Good morning Emma,</p> <p>Can you please tell me if a surrender date has been set for this customer? Thank you.</p> <p>Regards, Elaine</p>		
Activity Status:	Done	Activity Updated: 1/24/08 11:46AM
Activity Type	Corporate Interaction	Activity Updated By: Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:
Activity Created:	1/24/08 11:46AM	Email To:
Activity Created By:	Young, Elaine	
Activity Description:	surrender date is tdy-see note	
Note Created:	Note Created By: Young, Elaine	Note Type: Corporate Interaction



Customer Service Request Detail # 200735301131

: JTietjen@impartialservices.com [mailto:JTietjen@impartialservices.com]
On Behalf Of noreply@impartialservices.com
Sent: Thursday, January 24, 2008 11:31 AM
To: ehickman@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom,
V4-US-V-3-C; Young Elaine, (T)
Subject: MEETING SET: Owner=[REDACTED] / Vin#=[REDACTED]

The above referenced vehicle surrender will be completed on 1/24/2008,
03:00 PM at BOB SMITH BMW/04637

Activity Status:	Done	Activity Updated:	1/25/08 11:51AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	1/25/08 11:50AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	surrender is complete per ISG-see note		

Note Created: 1/25/08 11:51AM Note Created By: Young, Elaine Note Type: Corporate Interaction

From: JTietjen@impartialservices.com
[mailto:JTietjen@impartialservices.com] On Behalf Of
noreply@impartialservices.com
Sent: Friday, January 25, 2008 11:44 AM
To: ehickman@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom,
V4-US-V-3-C; Young Elaine, (T)
Subject: MEETING COMPLETE: Owner=[REDACTED] / Vin#=[REDACTED]

The above referenced vehicle surrender was completed on 1/24/2008 at
BOB SMITH BMW/04637.



Customer Service Request Detail # 200800302882

Customer

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

Service Request

Service Request #: 200800302882
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/3/08 03:49PM
 Created By: Dickerson, Micah
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 1/3/08 04:04PM
 Assigned Dealer:
 Identified Dealer: Braman BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/7/08 03:42PM
 Close Rep: Mazanec, Carrie
 Issue Note: airbag issue...

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage:
 Sale: 7/21/06 12:00AM
 In Service Date: 7/21/06 12:00AM
 Production Date: 6/23/06 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	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Closed. Please refer to Special Product Investigation for resolution

Attachments

File Name	Comments



Customer Service Request Detail # 200800302882

Activity Status:	Done	Activity Updated:	1/3/08 04:04PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	1/3/08 03:50PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	airbag issue...		

Note Created: 1/3/08 03:50PM

Note Created By: Dickerson, Micah

Note Type: Customer Interaction

Cust. stts that he was in an accident where someone ran into him headon.
Cust. stts he had his seatbelt on and was travelling at approx. 25mph.
Cust. stts that airbags did not deploy and he feels this is an engineering
issue. Cust. stts that vehicle is being repaired at the Braman autobody
shop. Writer verified customer's address and contact info. Cust. stts that
cell # is the best to reach him.



Customer Service Request Detail # 200800901762

Customer

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

Service Request

Service Request #: 200800901762
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 1/9/08 12:06PM
 Created By: Zika, Debbie
 Rep Assigned: Hohmann, Betsy
 Date Assigned: 1/9/08 02:30PM
 Assigned Dealer:
 Identified Dealer: Valencia BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/7/08 11:00AM
 Close Rep: Hohmann, Betsy
 Issue Note: Starr-Atty Ltr CA Lemon; repeat rprs SRS warning lt, steering, SES warning lt, st sensor

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage: 14,000
 Sale: 8/9/07 12:00AM
 In Service Date: 8/9/07 12:00AM
 Production Date: 4/19/07 12:00AM

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
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	INSTRUMENTS, GAUGES,	6201	SERVICE INDICATOR
SV05	REPLACEMENT/REPURCHASE REQUEST (LI	STEERING UNIT COMPON	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
BMW NA repurchased on 3/5/2008.

Attachments

File Name	Comments
[REDACTED] Atty email	
[REDACTED] ROs	
[REDACTED] settlement repurc	
[REDACTED] worksheet pdf	
[REDACTED] RO 2	
[REDACTED] RO	
[REDACTED] Signed Settleme	



Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	1/9/08 03:06PM
Activity Type	General	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 12:09PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Starr-Atty Ltr CA Lemon; repeat rprs SRS warning lt, steering, SES warning lt, st sensor		

Note Created: 1/9/08 03:06PM Note Created By: Hohmann, Betsy Note Type: General

From: McDonald Nancy, V4-US-A-51
Sent: Wednesday, January 09, 2008 3:05 PM
To: Hohmann Betsy, (T)
Subject: FW: [REDACTED]

From: Danny Carnevale [mailto:starrlawdaniel@yahoo.com]
Sent: Tuesday, January 08, 2008 6:45 PM
To: McDonald Nancy, V4-US-A-51
Subject: [REDACTED]

Nancy,

Please find attached a copy of our Rep Letter and copies of the repair orders for the above mentioned client. Please let me know if it is not ok to send you these new cases.

DANIEL CARNEVALE

Activity Status:	Done	Activity Updated:	1/9/08 03:33PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 03:25PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Attorney acknowledgement letter.		

Note Created: 1/9/08 03:25PM Note Created By: Hohmann, Betsy Note Type: Customer's Attorney



Customer Service Request Detail # 200800901762

From: Hohmann Betsy, (T)
Sent: Wednesday, January 09, 2008 3:17 PM
To: [REDACTED]
Subject: [REDACTED] 2007 BMW 750iL

I received your e-mail in behalf of your client Dmitry Miro, regarding the above referenced 2007 BMW 750iL. A team of corporate, market and center personnel is currently investigating your client's car service and repair history. We will soon be in contact with you to discuss your client's concerns.

If you have any questions, please do not hesitate to contact me at [REDACTED]. We recognize and appreciate your patience in the interim.

Sincerely,

Activity Status:	Done	Activity Updated:	1/9/08 03:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 03:33PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Rick, need RO's, see notes.		

Note Created: 1/9/08 03:34PM Note Created By: Hohmann, Betsy Note Type: Dealer Interaction

From: Hohmann Betsy, (T)
Sent: Wednesday, January 09, 2008 3:33 PM
To: 'Cook, Rick'
Subject: VIN# [REDACTED]

Rick,

We have received a request for a repurchase for the above mentioned vehicle. Would you please provide me copies of all of the Customer RO's?

Activity Status:	Done	Activity Updated:	1/9/08 03:37PM
Activity Type	Field Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 03:36PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Critical, see notes.		

Note Created: 1/9/08 03:37PM Note Created By: Hohmann, Betsy Note Type: Field Interaction



Customer Service Request Detail # 200800901762

From: Hohmann Betsy, (T)
Sent: Wednesday, January 09, 2008 3:36 PM
To: Huzyak Ed, V4-US-V-3-A; Kumar Richard, V4-US-V-37; Zapcic Shane, V4-US-V-3-A; Barsegyan Garv, V4-US-A-24
Subject: Critical VIN# [REDACTED] Valencia BMW

There is no attached attorney demand letter, however we have received e-mail correspondence from the offices of Robert Start regarding the above mentioned vehicle. A review of the DCS Report shows 2 safety repairs for Air Bags (seat mat sensor and belt tensioner,) and one p/steering repair for steering binding. I have reached out to Rick at Valencia for RO copes. Please review and advise.

Activity Status:	Done	Activity Updated:	1/9/08 04:04PM
Activity Type	Field Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 03:55PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Shane, Buy-Back, see notes.		

Note Created: 1/9/08 03:55PM Note Created By: Hohmann, Betsy Note Type: Field Interaction

From: Zapcic Shane, V4-US-V-3-A
Sent: Wednesday, January 09, 2008 3:52 PM
To: Hohmann Betsy, (T)
Subject: RE: Critical VIN# [REDACTED] Valencia BMW

Hi Betsy.

I apologize for the confusion with the vehicle we discussed with Fran today. I will be more clear in the future.

We have 2 SRS complaints with repairs with this one. Please move forward with the repurchase.

As always, feel free to call if you would like to discuss.

Shane Zapcic

Activity Status:	Done	Activity Updated:	1/9/08 04:05PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/9/08 04:04PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Molly, FS documents, see notes.		

Note Created: 1/9/08 04:04PM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction



Customer Service Request Detail # 200800901762

From: Hohmann Betsy, (T)
Sent: Wednesday, January 09, 2008 4:04 PM
To: Klinger Molly SF4-O-13
Subject: VIN# [REDACTED]

Molly,

We will be re-purchasing this vehicle, please provide BMW FS Contract, Transaction History and Pay-off. It will also need to be placed on credit hold.

Any questions please call me,

Activity Status:	Done	Activity Updated:	1/10/08 10:22AM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/10/08 10:13AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Molly, FS contracts, see notes.		

Note Created: 1/10/08 10:13AM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction

From: Klinger Molly, SF4-O-13
Sent: Thursday, January 10, 2008 10:00 AM
To: Hohmann Betsy, (T)
Subject: RE: VIN# [REDACTED]

Morning Betsy,

Credit hold was placed.

Have a great day!

Activity Status:	Done	Activity Updated:	1/11/08 03:33PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/11/08 03:15PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Daniel, settlement, see notes.		

Note Created: 1/11/08 03:15PM Note Created By: Hohmann, Betsy Note Type: Customer's Attorney



Customer Service Request Detail # 200800901762

From: Hohmann Betsy, (T)
Sent: Friday, January 11, 2008 3:15 PM
To: [REDACTED]
Subject: [REDACTED] Settlement

I received approval for repurchase based on the following calculations:

Down payment	\$1,880.24
Payments Made	\$6,032.65
Attorney fee	\$2,750.00
Mileage at Failure	11,999
Purchase Price	\$85,310.00
Usage Fee	\$8,530.29
Total Due Customer & Attorney	\$2,132.60
Payoff to BMW FS	\$80,976.21

If you accept our repurchase offer, please return the attached settlement agreement signed and notarized, and I will forward for processing.

If you have any questions, please feel free to contact me.

Activity Status:	Done	Activity Updated:	1/11/08 04:01PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/11/08 03:59PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Daniel, see notes.		

Note Created: 1/11/08 04:00PM Note Created By: Hohmann, Betsy Note Type: Customer's Attorney

From: Danny Carnevale [mailto:starlawdaniel@yahoo.com]
Sent: Friday, January 11, 2008 3:50 PM
To: Hohmann Betsy, (T)
Subject: Re: [REDACTED] Settlement

Betsy

The offset should be at 9723 for the first Airbag light also Our fees are 2,750. Please revise the breakdown to reflect such.

DANIEL CARNEVALE

Activity Status:	Done	Activity Updated:	1/11/08 04:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/11/08 04:01PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	LM VM for Rick, need one RO, please fax.		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200800901762

Activity Status: Done		Activity Updated: 1/11/08 04:06PM	
Activity Type: Dealer Interaction		Activity Updated By: Hohmann, Betsy	
Activity Assigned To: Hohmann, Betsy		Email From:	
Activity Created: 1/11/08 04:06PM		Email To:	
Activity Created By: Hohmann, Betsy			
Activity Description: Call Valencia, can't get a human in service.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 1/14/08 10:24AM	
Activity Type: Dealer Interaction		Activity Updated By: Hohmann, Betsy	
Activity Assigned To: Hohmann, Betsy		Email From:	
Activity Created: 1/14/08 10:24AM		Email To:	
Activity Created By: Hohmann, Betsy			
Activity Description: RO's see attachments.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 1/14/08 10:33AM	
Activity Type: Customer's Attorney		Activity Updated By: Hohmann, Betsy	
Activity Assigned To: Hohmann, Betsy		Email From:	
Activity Created: 1/14/08 10:33AM		Email To:	
Activity Created By: Hohmann, Betsy			
Activity Description: RVM 1/11/08 @ 3:40 PM from Daniel 818-225-9040.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 1/14/08 11:01AM	
Activity Type: Customer's Attorney		Activity Updated By: Hohmann, Betsy	
Activity Assigned To: Hohmann, Betsy		Email From:	
Activity Created: 1/14/08 10:51AM		Email To:	
Activity Created By: Hohmann, Betsy			
Activity Description: Danny, see notes.			
Note Created: 1/14/08 10:52AM		Note Created By: Hohmann, Betsy	
		Note Type: Customer's Attorney	
<p>From: Hohmann Betsy, (T) Sent: Monday, January 14, 2008 10:51 AM To: 'Dannv Carnevale' Subject: [REDACTED] Settlement</p> <p>Danny,</p> <p>The mileage off-set is correct. The cause of the SRS Light coming on at 9,23 was not related to a defect, but caused by low battery voltage. The low battery voltage could have been caused by leaving a light on or lack of use. The settlement offer remains.</p>			



Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	1/14/08 11:48AM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 11:48AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	RVM from Danny, 818-225-9040.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 12:37PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 11:54AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Spoke to Danny, see notes.		

Note Created: 1/14/08 11:55AM	Note Created By: Hohmann, Betsy	Note Type: Customer's Attorney
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Spoke to Danny, I explained his reasoning for mileage off-sett is not due to a defect ("Low voltage" is not a defect.) There are no complaints of battery problems, so condition could be the result of leaving a light on, or lack of use. He feels otherwise, I will double check with Fran & get bac kto him. He also asked about fees, I told him there is not enough \$ due to lack of down payment.	
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Activity Status:	Done	Activity Updated:	1/14/08 02:54PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 02:54PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Spoke to Fran, use Danny's mileage off-set.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 02:55PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 02:55PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Spoke to Danny, will use his mileage off-set. I will send e-mail.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	1/14/08 03:26PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 03:26PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Danny, revised settlement, see notes.		

Note Created: 1/14/08 03:26PM

Note Created By: Hohmann, Betsy

Note Type: Customer's Attorney

From: Hohmann Betsy, (T)
 Sent: Monday, January 14, 2008 3:26 PM
 To: 'Danny Carnevale'
 Subject: [REDACTED] Revised Settlement

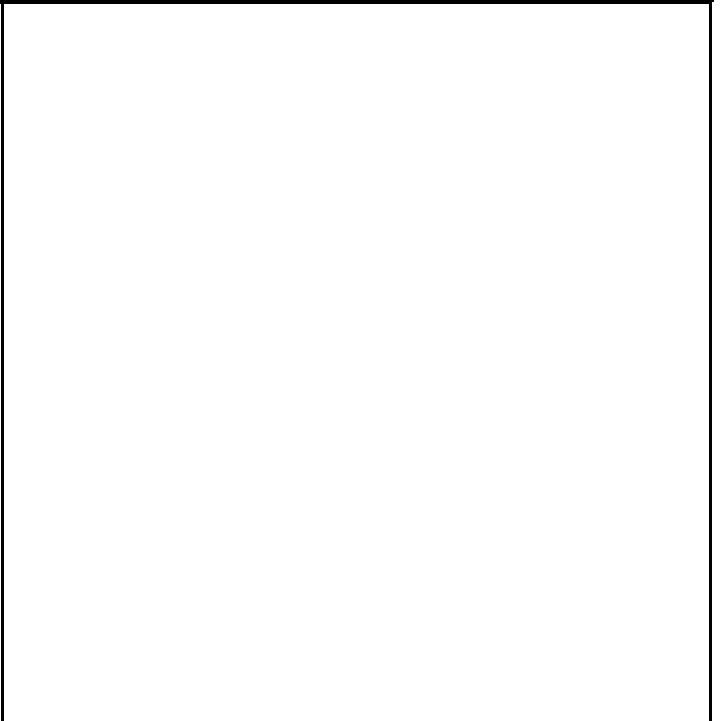
Danny,

Here are the revised numbers:

Down payment	\$1,880.24
Payments Made	\$6,032.65
Attorney fee	\$2,750.00
Mileage at Failure	9,723
Purchase Price	\$85,310.00
Usage Fee	\$6,912.24
Total Due Customer & Attorney	\$3,750.65
Payoff to BMW FS	\$80,976.21

If you accept our repurchase offer, please return the attached settlement agreement signed and notarized, and I will forward for processing.

If you have any questions, please feel free to contact me.



Activity Status:	Done	Activity Updated:	1/14/08 04:04PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/14/08 04:03PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Danny, see notes.		

Note Created: 1/14/08 04:04PM

Note Created By: Hohmann, Betsy

Note Type: Customer's Attorney

From: Danny Carnevale [mailto:starrlawdaniel@yahoo.com]
 Sent: Monday, January 14, 2008 3:51 PM
 To: Hohmann Betsy, (T)
 Subject: Re: [REDACTED] Revised Settlement

Thanks I will get this back to you ASAP

DANIEL CARNEVALE





Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	1/18/08 01:25PM
Activity Type	General	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/18/08 01:25PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Waiting for response from Attorney.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/29/08 09:04AM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	1/29/08 09:03AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Danny, signed settlement, see notes & attachments.		

Note Created: 1/29/08 09:03AM	Note Created By: Hohmann, Betsy	Note Type: Customer's Attorney
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<p>From: Danny Carnevale [mailto:starrlawdaniel@yahoo.com] Sent: Monday, January 28, 2008 4:57 PM To: Hohmann Betsy, (T) Subject: Re: [REDACTED] Settlement</p> <p>Betsy</p> <p>Please find attached a copy of the signed agreement regarding the above mentioned client.</p> <p>DANIEL CARNEVALE</p>	
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Activity Status:	Done	Activity Updated:	2/6/08 03:56PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/6/08 03:54PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Emma, BB Pkg, see notes.		

Note Created: 2/6/08 03:54PM	Note Created By: Hohmann, Betsy	Note Type: Corporate Interaction
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<p>From: Hohmann Betsy, (T) Sent: Wednesday, February 06, 2008 3:54 PM To: 'ehickman@impartialservices.com' Subject: VIN# [REDACTED] Buy-Back package</p> <p>Emma,</p> <p>Attached please find the package for Dmitry Miro, his Attorney is Danny Carnevale.</p> <p>If you have any questions please call me.</p> <p>Enjoy the day!</p>	
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Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	2/11/08 10:56AM
Activity Type	Field Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/11/08 10:56AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Waiting for check approval.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/12/08 10:28AM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/12/08 10:25AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Emma, status, see notes.		

Note Created: 2/12/08 10:27AM	Note Created By: Hohmann, Betsy	Note Type: Corporate Interaction
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<p>From: Hohmann Betsy, (T) Sent: Tuesday, February 12, 2008 10:24 AM To: 'ehickman@impartialservices.com' Subject: FW: VIN# D [REDACTED] Buy-Back package</p> <p>Emma,</p> <p>I have not seen any update on the status of this check request. Would you please advise.</p> <p>Thanks,</p>	
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Activity Status:	Done	Activity Updated:	2/12/08 01:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/12/08 01:49PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Emma, see notes.		

Note Created: 2/12/08 01:50PM	Note Created By: Hohmann, Betsy	Note Type: Corporate Interaction
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Customer Service Request Detail # 200800901762

From: ehickman@impartialservices.com
[mailto:ehickman@impartialservices.com]
Sent: Tuesday, February 12, 2008 1:37 PM
To: Hohmann Betsy, (T)
Subject: Fw: VIN# [REDACTED] Buy-Back package

Hello Betsy,

We will be submitting the check request today to Tom Fashola for approval.

Thank You!

Emma Hickman

Activity Status: Done
Activity Type: Corporate Interaction
Activity Assigned To: Hohmann, Betsy
Activity Created: 2/12/08 02:40PM
Activity Created By: Hohmann, Betsy
Activity Description: Emma, see notes.

Activity Updated: 2/12/08 02:42PM
Activity Updated By: Hohmann, Betsy
Email From:
Email To:

Note Created: 2/12/08 02:41PM
Note Created By: Hohmann, Betsy
Note Type: Corporate Interaction

From: Hohmann Betsy, (T)
Sent: Tuesday, February 12, 2008 1:41 PM
To: 'ehickman@impartialservices.com'
Subject: Thanks for the updates!

Activity Status: Done
Activity Type: Corporate Interaction
Activity Assigned To: Hohmann, Betsy
Activity Created: 2/19/08 11:37AM
Activity Created By: Hohmann, Betsy
Activity Description: Emma, no updates, see notes.

Activity Updated: 2/19/08 11:38AM
Activity Updated By: Hohmann, Betsy
Email From:
Email To:

Note Created: 2/19/08 11:37AM
Note Created By: Hohmann, Betsy
Note Type: Corporate Interaction

From: Hohmann Betsy, (T)
Sent: Tuesday, February 19, 2008 11:36 AM
To: 'ehickman@impartialservices.com'
Subject: VIN# [REDACTED] Buy-Back package

Emma,

I have not seen any updates on this file, and it's getting old. Please let me know what's up.

Thanks,



Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	2/19/08 01:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 01:49PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Tracey see notes.		

Note Created: 2/19/08 01:50PM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction

From: tmckee@impartialservices.com
[mailto:tmckee@impartialservices.com]
Sent: Tuesday, February 19, 2008 1:28 PM
To: Hohmann Betsy, (T)
Cc: Fashola Tom, V4-US-V-3-C.
Subject: Re: VIN# [REDACTED] Buy-Back package & VIN# PA88671 Michael Bain

As my update provided below states....these were both emailed to Tom for approval (2/12) and are pending his approval to date.

Tracey McKee

Activity Status:	Done	Activity Updated:	2/19/08 01:53PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 01:52PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Tracey, see notes.		

Note Created: 2/19/08 01:52PM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction

From: Hohmann Betsy, (T)
Sent: Tuesday, February 19, 2008 1:25 PM
To: 'tmckee@impartialservices.com'
Subject: VIN# [REDACTED] Buy-Back package & VIN# PA88671 Michael Bain

Tracy,

I followed up with Emma on 2/12/08, she indicated it was being sent to Tom for approval, and I have not seen anything. I have another BB Pkg with the same status VIN# [REDACTED] Both of these packages were sent on 2/6/08. would you please look into this and let me know why such a long delay?

Thanks,



Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	2/19/08 01:53PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 01:53PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Tracey, see notes.		

Note Created: 2/19/08 01:53PM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction

From: Hohmann Betsy, (T)
Sent: Tuesday, February 19, 2008 1:46 PM
To: 'tmckee@impartialservices.com'
Subject: VIN# [REDACTED] Buy-Back package & VIN# PA88671
Michael Bain

Tracy,

Emma's e-mail indicates she will be sending to Tom for approval. I never received any update to indicate the request was sent to Tom and that is why I need to know the status.

Thanks,

Activity Status:	Done	Activity Updated:	2/19/08 03:09PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 03:07PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Check request, see notes.		

Note Created: 2/19/08 03:08PM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction



Customer Service Request Detail # 200800901762

From: tmckee@impartialservices.com
[mailto:tmckee@impartialservices.com]
Sent: Tuesday, February 19, 2008 2:54 PM
To: Hohmann Betsy, (T)
Subject: Fw: Customer Check Request Needing Approval - 7PA88671

Tracey McKee
Team Leader - Imports
ISG
2777 Stemmons Frwy., Ste. 1425
Dallas, TX 75207
P 800-215-6230 x472
F 214-634-2262
email: tmckee@impartialservices.com
----- Forwarded by Tracey McKee/ISG on 02/19/2008 01:54 PM -----
Melinda Lohr/ISG
02/19/2008 01:53 PM
To tmckee@impartialservices.com
cc
Subject Fw: Customer Check Request Needing Approval - 7PA88671

Thank you,

Mindy Lohr
BMW Coordinator
Impartial Services Group
2777 Stemmons Frwy. Suite 1425
Dallas, TX 75207
PH 1-800-215-6230 Ext 402
FAX 214-634-2262
mlohr@impartialservices.com

----- Forwarded by Melinda Lohr/ISG on 02/19/2008 01:53 PM -----Melinda
Lohr/ISG
02/12/2008 05:29 PM

To Tom Fashola, Leslie Soto
cc tmckee@impartialservices.com, ehickman@impartialservices.com
Subject Customer Check Request Needing Approval - 7PA88671

...



Customer Service Request Detail # 200800901762

<p>...</p> <p>Thank you, Mindy Lohr</p>	<p>...</p>
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Activity Status:	Done	Activity Updated:	2/19/08 04:22PM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 04:21PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Danny, delay, see notes.		

Note Created: 2/19/08 04:21PM	Note Created By: Hohmann, Betsy	Note Type: Customer's Attorney
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<p>From: Hohmann Betsy, (T) Sent: Tuesday, February 19, 2008 4:21 PM To: 'Danny Carnevale' Subject: [REDACTED] Settlement</p> <p>Danny, I am waiting for the check approval, and apologize for the delay. Thanks,</p>	
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Activity Status:	Done	Activity Updated:	2/19/08 05:00PM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/19/08 04:59PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Tom, check request approved, see notes.		

Note Created: 2/19/08 04:59PM	Note Created By: Hohmann, Betsy	Note Type: Corporate Interaction
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<p>From: Fashola Tom, V4-US-V-3-C Sent: Tuesday, February 19, 2008 4:59 PM To: MLohr@impartialservices.com; Soto Leslie, (T) Cc: tmckee@impartialservices.com; ehickman@impartialservices.com; Hohmann Betsy, (T) Subject: RE: Customer Check Request Needing Approval - DT73943 - Miro</p> <p>Check request approved, please submit to ISG accounting for processing.</p> <p>Regards,</p>	
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Customer Service Request Detail # 200800901762

Activity Status:	Done	Activity Updated:	2/21/08 10:27AM
Activity Type	Customer's Attorney	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/21/08 10:26AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Danny, see notes.		

Note Created: 2/21/08 10:26AM Note Created By: Hohmann, Betsy Note Type: Customer's Attorney

From: Danny Carnevale [mailto:starlawdaniel@yahoo.com]
Sent: Tuesday, February 19, 2008 8:00 PM
To: Hohmann Betsy (T)
Subject: Re: ██████████ Settlement

Ok, the natives are getting restless.

DANIEL CARNEVALE

Activity Status:	Done	Activity Updated:	2/22/08 11:18AM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/22/08 11:17AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	ISG Agent assigned, see notes.		

Note Created: 2/22/08 11:18AM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction

From: TArnold@impartialservices.com
[mailto:TArnold@impartialservices.com] On Behalf Of
noreply@impartialservices.com
Sent: Friday, February 22, 2008 11:05 AM
To: ehickman@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom,
V4-US-V-3-C; Hohmann Betsy (T)
Subject: ASSIGNED: Owner=████████ / Vin#=D████████

The Transfer Agent: Peter Wiere has been assigned to the above referenced case.

Activity Status:	Done	Activity Updated:	2/26/08 11:24AM
Activity Type	Corporate Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	2/26/08 11:23AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Surrender 2/29/08, see notes.		

Note Created: 2/26/08 11:23AM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction



Customer Service Request Detail # 200800901762

<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Tuesday, February 26, 2008 10:16 AM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Hohmann Betsy, (T) Subject: MEETING SET: Owner=[REDACTED] / Vin#=[REDACTED]</p> <p>The above referenced vehicle surrender will be completed on 2/29/2008, 03:00 PM at VALENCIA BMW/22180.</p>	
<p>Activity Status: Done Activity Type: Corporate Interaction Activity Assigned To: Hohmann, Betsy Activity Created: 3/3/08 10:46AM Activity Created By: Hohmann, Betsy Activity Description: Surrender 3/5/808, see notes.</p>	<p>Activity Updated: 3/6/08 10:43AM Activity Updated By: Hohmann, Betsy Email From: Email To:</p>
<p>Note Created: 3/3/08 10:47AM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction</p>	
<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Monday, March 03, 2008 10:44 AM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Hohmann Betsy, (T) Subject: MEETING SET: Owner=[REDACTED] / Vin#=[REDACTED]</p> <p>The above referenced vehicle surrender will be completed on 3/5/2008, 03:00 PM at VALENCIA BMW/22180.</p>	
<p>Activity Status: Done Activity Type: Corporate Interaction Activity Assigned To: Hohmann, Betsy Activity Created: 3/6/08 10:42AM Activity Created By: Hohmann, Betsy Activity Description: Surrender complete 3/5/08, see notes.</p>	<p>Activity Updated: 3/6/08 10:44AM Activity Updated By: Hohmann, Betsy Email From: Email To:</p>
<p>Note Created: 3/6/08 10:43AM Note Created By: Hohmann, Betsy Note Type: Corporate Interaction</p>	
<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Thursday, March 06, 2008 10:31 AM To: ehickman@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Fashola Tom, V4-US-V-3-C; Hohmann Betsy, (T) Subject: MEETING COMPLETE: Owner=[REDACTED] / Vin#=[REDACTED]</p> <p>The above referenced vehicle surrender was completed on 3/5/2008 at VALENCIA BMW/22180.</p>	



Customer Service Request Detail # 200801602851

Customer

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

Service Request

Service Request #: 200801602851
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/16/08 03:19PM
 Created By: DiSalvo, Hank
 Rep Assigned: DiSalvo, Hank
 Date Assigned: 1/16/08 03:19PM
 Assigned Dealer: Nick Alexander Imports
 Identified Dealer: Nick Alexander Imports
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/16/08 03:43PM
 Close Rep: DiSalvo, Hank
 Issue Note: complaint with navi and other issues with veh

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750i Sedan
 Mileage:
 Sale: 7/6/07 12:00AM
 In Service Date: 7/6/07 12:00AM
 Production Date: 12/13/06 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
advsd cust all information and suggestions is doc

Attachments

File Name	Comments



Customer Service Request Detail # 200801602851

Activity Status:	Done	Activity Updated:	1/16/08 03:41PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	1/16/08 03:21PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	complaint with navi and other issues with veh		

Note Created: 1/16/08 03:21PM

Note Created By: DiSalvo, Hank

Note Type: Customer Interaction

cust sd that hes dissappointed that that vehs should be set up to allow data stored in one veh to be transfer to anothr one of his bmws...cust also sd he doesnt like the way navi is set up involving address and cities that location is in, sd software needs to be "smarter" to read address/cities...cust sd that he also doesnt like that all address that are enetered are automattcy saved, cust wants the ability to save certain address himself...cust is also disapointed that there is no "song counter" built into the radio...cust also wants complaintd doec about ipod (only shows 1st 255 items) and also that he doesnt like that veh only "pulls" songs on list once cust switches over to ipod...cust is also dissappointed that address book doesnt have a "quick find" for listings...i advsd cust complaint and info will be filed and apologzd for the inconviences



Customer Service Request Detail # 200802100524

Customer

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

Service Request

Service Request #: 200802100524
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 1/21/08 09:18AM
 Created By: Edgin, Jennifer
 Rep Assigned: Edgin, Jennifer
 Date Assigned: 1/21/08 09:18AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/21/08 12:31PM
 Close Rep: Edgin, Jennifer
 Issue Note: Customer Requests Contact from Customer Relations

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750i
 Mileage:
 Sale: 8/30/06 12:00AM
 In Service Date: 7/31/06 12:00AM
 Production Date: 6/1/06 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
Writer adv'd cust to have vehicle inspected by his bmw dlr.

Attachments

File Name	Comments



Customer Service Request Detail # 200802100524

Activity Status:	Done	Activity Updated:	1/21/08 12:31PM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	bmwcr@atxg.com
Activity Created:	1/19/08 09:15PM	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:
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	VIN: WBAHL83546D CUSTOMER NAME: [REDACTED] E-MAIL: [REDACTED] CELL PHONE: [REDACTED] HOME PHONE: [REDACTED]
	Attention: Please contact customer, @Cellular Phone #.
	COMPLAINT- BMW ASSIST DOES NOT HAVE THE TECH INFO THAT HE NEEDED ASSISTANCE WITH ON SAT EVENING AT 8:10PM CST- PASSENGER SIDE AIR BAG INDICATOR LIGHT ON

Activity Status:	Done	Activity Updated:	1/21/08 12:31PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	1/21/08 12:28PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Writer called cust, he has questions about passenger airbag light. why does light go on and off.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200802101570

Customer

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

Service Request

Service Request #: 200802101570
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 1/21/08 11:41AM
 Created By: Mcgrew, Christa
 Rep Assigned: Mcgrew, Christa
 Date Assigned: 1/21/08 11:41AM
 Assigned Dealer: Competition BMW of Smithtown
 Identified Dealer: Competition BMW of Smithtown
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/24/08 03:39PM
 Close Rep: Mcgrew, Christa
 Issue Note: Cci sttg that he has a couple concerns with the vehicle he would like addressed

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750i
 Mileage:
 Sale: 3/24/06 12:00AM
 In Service Date: 3/24/06 12:00AM
 Production Date: 2/2/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6590	Navigation System
SV06	TECHNICAL ASSISTANCE / INFORMATION	BODY EQUIPMENT	5102	LOCKS-GENERAL

Solution Notes

Solution
customer is working with dealer on his concerns that have not be duplicated. FSE to look at vehicle 1/29/08

Attachments

File Name	Comments



Customer Service Request Detail # 200802101570

Activity Status:	Done	Activity Updated:	1/21/08 11:49AM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	1/21/08 11:42AM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci sttg that he has a couple concerns with the vehicle he would like addressed... see notes		

Note Created: 1/21/08 11:42AM Note Created By: Mcgrew, Christa Note Type: Customer Interaction

Customer stated that when his wife sits in the passenger seat at 120lbs, the passenger side airbag light comes on saying that it has been deactivated.

Customer stated that he left keys in the vehicle (in the cup holder), engine idling and stepped away from the vehicle. When customer returned to vehicle the doors were locked

Customer also stated that when entering a destination in Nav system, he will enter the city and state and then sometimes the vehicle will not allow him to enter the street address.

Activity Status:	Done	Activity Updated:	1/22/08 01:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	1/22/08 12:53PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr called and spoke with Frank, Sm... see notes		

Note Created: 1/22/08 12:55PM Note Created By: Mcgrew, Christa Note Type: Dealer Interaction

Frank advsd that the customer's concern with the doors locking on their own, was never duplicated. Customer has comfort access on the vehicle and this should never happen. They tried several differed diagnostic test and found nothing wrong with the vehicle in this matter.

Frank stated that the airbag light coming on, may have something to do with the seat mat, but this would have shown up in the diagnostic. Nothing was found, nor duplicated. Frank also stated that if the customer's wife is not sitting flat, maybe with a leg tucked under, this could cause the air bag light to come on. Again this concer was not able to be duplicated.

Frank advsd that with the navigation concern, there are several areas in the Long Island area that will not allow you to enter a street address due to the townships. Frank advsd he has had this issue himself. But has found that if you enter the state and then the street address and not a city, you are able to locate the correct location that way.

Frank advsd that if the customer would like the FSE will be in 1/29/08 and the AMM 1/31/08 and he would be happy to schedule and appt with them for the customer for further review. Customer can just contact his service advisor who will get with Frank and schedule this appointment.



Customer Service Request Detail # 200802101570

Activity Status:	Done	Activity Updated:	1/22/08 01:00PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	1/22/08 01:00PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for customer requesting return call at earliest convenience.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/22/08 01:53PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	1/22/08 01:53PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Cci returning wtrs call, advsd that he is trying to get the answer of how to enter just a street add, & if u enter Cedar Grove, NJ can you get streets		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/22/08 02:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	1/22/08 02:10PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called Frank back, advs cust wld like the appt for 1/29/08 with FSE. Frank also advs that shopforman will call cust back with info on nav system		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/22/08 02:12PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	1/22/08 02:12PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for customer, advsd appt has been scheduled, and shopforman will be contacting him this afternoon.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/24/08 03:38PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	1/24/08 03:38PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called customer to make sure dlr called him. cust sttd they did call him and explained things to him		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200804201086

Customer

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

Service Request

Service Request #: 200804201086
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/11/08 09:54AM
 Created By: Dickerson, Micah
 Rep Assigned: Dickerson, Micah
 Date Assigned: 2/11/08 09:54AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/11/08 09:55AM
 Close Rep: Dickerson, Micah
 Issue Note: Cust. very upset with how user unfriendly i-drive is in vehicle.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750i Sedan
 Mileage:
 Sale: 7/25/07 12:00AM
 In Service Date: 7/25/07 12:00AM
 Production Date: 5/15/07 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
Writer apologized and advsd cust. of significance of icons in i-drive.

Attachments

File Name	Comments



Customer Service Request Detail # 200804201086

Activity Status:	Done	Activity Updated:	2/11/08 09:54AM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	2/11/08 09:54AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Cust. very upset with how user unfriendly i-drive is in vehicle.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200804903834

Customer

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

Service Request

Service Request #: 200804903834
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 2/18/08 05:32PM
 Created By: Dickerson, Micah
 Rep Assigned: Dickerson, Micah
 Date Assigned: 2/18/08 05:32PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/18/08 05:35PM
 Close Rep: Dickerson, Micah
 Issue Note: Cust. asking how to program function into key phob...

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage:
 Sale: 2/27/06 12:00AM
 In Service Date: 2/27/06 12:00AM
 Production Date: 12/12/05 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 advsd cust. to speak with service center at dlr. to see what needs to be done for function to work.

Attachments

File Name	Comments



Customer Service Request Detail # 200804903834

Activity Status:	Done	Activity Updated:	2/18/08 05:34PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	2/18/08 05:33PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Cust. asking how to program function into key phob...		
Note Created: 2/18/08 05:33PM		Note Created By: Dickerson, Micah	Note Type: Customer Interaction
Cust. asking how to disengage alarm after lock while kids are in veh. Writer advsd cust. to speak with service center at dlr. to see what needs to be done for function to work.			



Customer Service Request Detail # 200805201144

Customer

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

Service Request

Service Request #:	200805201144
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/21/08 10:32AM
Created By:	Harris, Ryan
Rep Assigned:	Harris, Ryan
Date Assigned:	2/21/08 10:32AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/21/08 10:33AM
Close Rep:	Harris, Ryan
Issue Note:	CCI with questions about OBC.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	750i
Mileage:	
Sale:	11/15/07 12:00AM
In Service Date:	4/30/07 12:00AM
Production Date:	3/21/07 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
Writer provided info.

Attachments

File Name	Comments



Customer Service Request Detail # 200805201144

Activity Status:	Done	Activity Updated:	2/21/08 10:33AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/21/08 10:33AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI with questions about OBC.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200806304828

Customer

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

Service Request

Service Request #: 200806304828
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 3/3/08 07:15PM
 Created By: Harris, Ryan
 Rep Assigned: Harris, Ryan
 Date Assigned: 3/3/08 07:15PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/3/08 07:16PM
 Close Rep: Harris, Ryan
 Issue Note: CCI about changing displays in his dash console.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li
 Mileage:
 Sale: 12/10/07 12:00AM
 In Service Date: 12/5/07 12:00AM
 Production Date: 11/29/06 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
Writer provided direction.

Attachments

File Name	Comments



Customer Service Request Detail # 200806304828

Activity Status:	Done	Activity Updated:	3/3/08 07:15PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/3/08 07:15PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	CCI about changing displays in his dash console.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200807103740

Customer

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

Service Request

Service Request #:	200807103740
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/11/08 05:04PM
Created By:	Wood, Amber
Rep Assigned:	Wood, Amber
Date Assigned:	3/11/08 05:04PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/12/08 08:58AM
Close Rep:	Wood, Amber
Issue Note:	inquiry about CDs that will play in the car

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	750Li
Mileage:	
Sale:	5/1/06 12:00AM
In Service Date:	5/1/06 12:00AM
Production Date:	4/6/06 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
provided requested information.

Attachments

File Name	Comments



Customer Service Request Detail # 200807103740

Activity Status:	Done	Activity Updated:	3/12/08 08:58AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	[REDACTED]
Activity Created:	3/11/08 04:22PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: WBAHN83516D [REDACTED] ModelYear: 2006 MfgNme: BMW ModelNme: 750Li</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED]</p> <p>Comments: My son is trying to play cd's he burned with itunes and they won't play on car. Do you know which format (CD or DVD -r,+r,rw...) and what format (audio, mp3) might work. Have tried various disks, formats and speeds to no avail (the disk plays on home computer & in Honda Pilot - just not my BMW)- FAQ and local dealer of no help. Thankyou CustomerNo: 13042 AccountId: firstName: [REDACTED] UserName: formid: 1001 Vins: WBAHN83516D [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	3/12/08 08:58AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/11/08 05:04PM	Email To:	[REDACTED]
Activity Created By:	Wood, Amber		
Activity Description:	RE: Vehicle Products [1-716421199]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200807103740

Dear Mr. [REDACTED]:

Thank you for contacting BMW of North America, LLC regarding your 2006 BMW 750Li. We appreciate your inquiry.

The format would be MP3 (MPEG-1 Audio Layer 3). Also, please make sure that the content you are downloading from iTunes does not contain DRM (Digital Rights Management), this is a file encryption that protects copyrighted material. Our vehicles can not decode the file encryption. CD's with MP3Pro or Variable bit rates will not work. The type of CD that is used (CD-R, or CD-RW) is fine, however a CD-MRW or SACD will not work. I hope this information is helpful.

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

Sincerely,

Amber Wood
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/11/2008 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: vehicle Products

VIN: WBAHN83516D [REDACTED]
ModelYear: 2006
MfgNme: BMW
ModelNme: 750Li

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

Comments: my son is trying to play cd's he burned with itunes and they won't play on car. Do you know which format (CD or DVD -r,+r,rw...) and what format (audio, mp3) might work. Have tried various disks, formats and speeds to no avail (the disk plays on home computer & in Honda Pilot - just not my BMW)- FAQ and local dealer of no help. Thankyou
CustomerNo: 13042

AccountId: [REDACTED]
firstName: [REDACTED]
lastName: [REDACTED]
UserName: [REDACTED]
...

A subsidiary
of BMW AG

BMW of North America, Inc.



Customer Service Request Detail # 200807103740

	... formid: 1001 Vins: WBAHN83516D [REDACTED]
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Customer Service Request Detail # 200807902445

Customer

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

Service Request

Service Request #: 200807902445
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 3/19/08 01:47PM
 Created By: Mazanec, Carrie
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 3/19/08 01:47PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/19/08 02:26PM
 Close Rep: Mazanec, Carrie
 Issue Note: Airbag non-deployment

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2008
 Model: 750Li
 Mileage:
 Sale: 1/5/08 12:00AM
 In Service Date: 11/7/07 12:00AM
 Production Date: 10/2/07 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



Customer Service Request Detail # 200807902445

Activity Status:	Done	Activity Updated:	3/19/08 02:18PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	3/19/08 01:47PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag non-deployment		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200809301341

Customer

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

Service Request

Service Request #: 200809301341
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 4/2/08 11:16AM
 Created By: Vlaovich, Leonora
 Rep Assigned: Barrowclough, Sandee
 Date Assigned: 4/2/08 11:19AM
 Assigned Dealer:
 Identified Dealer: Braman BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/17/08 02:45PM
 Close Rep: Barrowclough, Sandee
 Issue Note: Multi-bmw customer discusses product design of his vehicles.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li
 Mileage:
 Sale: 12/9/06 12:00AM
 In Service Date: 12/9/06 12:00AM
 Production Date: 11/2/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL26	PRODUCT SUGGESTIONS	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Sent ltr attached and travel clock

Attachments

File Name	Comments
[REDACTED]	



Customer Service Request Detail # 200809301341

Activity Status:	Done	Activity Updated:	4/2/08 11:18AM
Activity Type	General	Activity Updated By:	Vlaovich, Leonora
Activity Assigned To:	Vlaovich, Leonora	Email From:	
Activity Created:	4/2/08 11:17AM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Multi-bmw customer discusses product design of his vehicles.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/14/08 05:07PM
Activity Type	Customer Interaction	Activity Updated By:	Barrowclough, Sandee
Activity Assigned To:	Barrowclough, Sandee	Email From:	
Activity Created:	4/14/08 05:07PM	Email To:	
Activity Created By:	Barrowclough, Sandee		
Activity Description:	Preparing ltr		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/17/08 02:44PM
Activity Type	Customer Interaction	Activity Updated By:	Barrowclough, Sandee
Activity Assigned To:	Barrowclough, Sandee	Email From:	
Activity Created:	4/17/08 02:44PM	Email To:	
Activity Created By:	Barrowclough, Sandee		
Activity Description:	Sent ltr attached and travel clock		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200809900582

Customer

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

Service Request

Service Request #:	200809900582
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/8/08 09:47AM
Created By:	Collins, Dan
Rep Assigned:	Collins, Dan
Date Assigned:	4/8/08 09:47AM
Assigned Dealer:	
Identified Dealer:	Life Quality Motor Sales, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	4/8/08 09:48AM
Close Rep:	Collins, Dan
Issue Note:	cci per SR 200801501539, cust stts dealer wants him to pay for amp

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	750Li
Mileage:	
Sale:	3/27/07 12:00AM
In Service Date:	3/27/07 12:00AM
Production Date:	3/5/07 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
advsd cust regional rep already denied assistance, advsd cust he must pay for repair

Attachments

File Name	Comments



Customer Service Request Detail # 200809900582

Activity Status:	Done	Activity Updated:	4/8/08 09:48AM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	4/8/08 09:48AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cci per SR 200801501539, cust stts dealer wants him to pay for amp		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200810501111

Customer

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

Service Request

Service Request #: 200810501111
 Brand: BMW
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 4/14/08 11:24AM
 Created By: Sturm, Brandi
 Rep Assigned: Moore, Lew
 Date Assigned: 4/14/08 11:29AM
 Assigned Dealer:
 Identified Dealer: Pacific BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 6/18/08 02:05PM
 Close Rep: Moore, Lew
 Issue Note: Raffi Mansourian - Atty Demand for CA Lemon - Multiple Issues

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage: 20,000
 Sale: 9/27/06 12:00AM
 In Service Date: 9/27/06 12:00AM
 Production Date: 7/5/06 12:00AM

Code Descriptions

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

Solution Notes

Solution
Surrender Complete 6/18

Attachments

File Name	Comments
[REDACTED] - Service R	
[REDACTED] - Lease Ag	
[REDACTED] - Defect No	
[REDACTED].pdf signed	



Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	4/14/08 11:27AM
Activity Type	General	Activity Updated By:	Sturm, Brandi
Activity Assigned To:	Sturm, Brandi	Email From:	
Activity Created:	4/14/08 11:27AM	Email To:	
Activity Created By:	Sturm, Brandi		
Activity Description:	Raffi Mansourian - Atty Demand for CA Lemon - Multiple Issues		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/14/08 04:47PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/14/08 04:44PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Atty ack sent see below		

Note Created: 4/14/08 04:44PM	Note Created By: Moore, Lew	Note Type: Customer's Attorney
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From: Moore Lew, V2-US-A-51
Sent: Monday, April 14, 2008 4:44 PM
To: 'Raffi Mansourian'
Subject: FW: Customer [REDACTED] 2006 BMW 750 D [REDACTED]

Mr. Mansourian:

We are in receipt of your letter of April 9 regarding the above customer.

We are sorry to hear to hear of his dissatisfaction. On behalf of BMW, please convey our apology.

A BMW team is investigating the car's service history.

We will soon be in contact with you to address this concern.

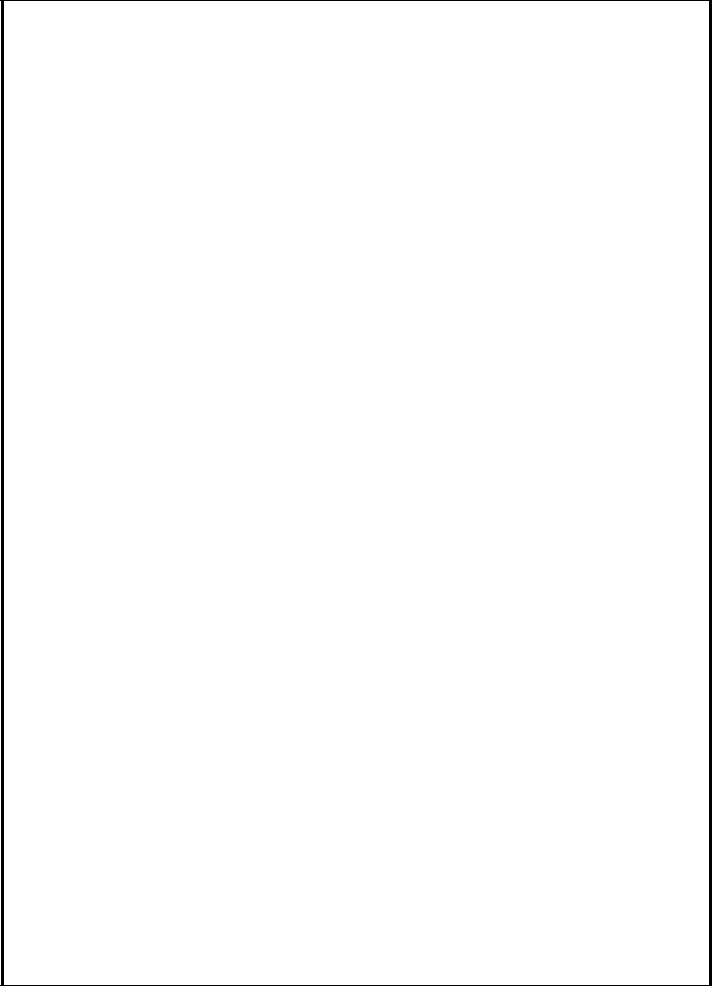
We appreciate your patience in the interim.

Thank you.

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





Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	4/16/08 08:13AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/16/08 08:12AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Critical emailto field see below		

Note Created: 4/16/08 08:13AM

Note Created By: Moore, Lew

Note Type: Field Interaction

From: Moore Lew, V2-US-A-51
Sent: Wednesday, April 16, 2008 8:12 AM
To: Huzyak Ed, V2-US-V-3-A; Walsh Mark, V2-US-V-34
Cc: Zapcic Shane, V2-US-V-3-A; Barsegyan Gary, V2-US-V-3-A
Subject: Critical Customer [REDACTED] 2006 BMW 750Li D [REDACTED] 20,000
Miles Pacific BMW

Sent standard letter to customer attorney

Do Not Contact Customer

Attorney Raffi Mansourian

818 345 2886

All work at Pacific BMW

SRS light April 7 2008 September 14 2007 July 25 2007

Air Bag August 20 2007

Regards,

Lewis P. Moore
Customer Relations and Services
Representative

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Mailing Address
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Westwood, NJ 07675-1227



Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	4/22/08 08:03AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/22/08 07:57AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	BB per Shane Z see below		

Note Created: 4/22/08 07:57AM

Note Created By: Moore, Lew

Note Type: Field Interaction

From: Zapcic Shane, V2-US-V-3-A
Sent: Monday, April 21, 2008 4:09 PM
To: Moore Lew, V2-US-A-51
Subject: RE: Critical Customer [REDACTED] 2006 BMW 750Li D [REDACTED]
20,000 Miles Pacific BMW

Hi Lew.

Please move forward with this repurchase due to repeated SRS indicators.

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, V2-US-A-51
Sent: Wednesday, April 16, 2008 5:12 AM
To: Huzyak Ed, V2-US-V-3-A; Walsh Mark, V2-US-V-34
Cc: Zapcic Shane, V2-US-V-3-A; Barsegyan Gary, V2-US-V-3-A
Subject: Critical Customer [REDACTED] 2006 BMW 750Li D [REDACTED] 20,000
Miles Pacific BMW

Sent standard letter to customer attorney

Do Not Contact Customer

Attorney Raffi Mansourian

818 345 2886

All work at Pacific BMW

SRS light April 7 2008 September 14 2007 July 25 2007

Air Bag August 20 2007

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Customer Service Request Detail # 200810501111

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Regards,

Lewis P. Moore
Customer Relations and Services
Representative

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Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	4/22/08 08:03AM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/22/08 08:03AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	asked FS for Financials		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/25/08 12:57PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/25/08 12:57PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	atty objecting to fee structure		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/29/08 09:50AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	4/29/08 09:50AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	atty still upset over fees		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	5/2/08 02:32PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/2/08 02:32PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Called atty left msg asked for call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 09:24AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/8/08 09:24AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Atty still upset about about fees		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/14/08 11:18AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/14/08 11:18AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Package prepared will send to atty		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/16/08 08:24AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/16/08 08:23AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Settlement to atty see below		

Note Created:	5/16/08 08:23AM	Note Created By:	Moore, Lew	Note Type:	Customer's Attorney
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Customer Service Request Detail # 200810501111

From: Moore Lew, V2-US-A-51
 Sent: Friday, May 16, 2008 8:23 AM
 To: 'Raffi Mansourian'
 Subject: Customer [REDACTED] 2006 BMW 750Li [REDACTED]

Mr Mansourian:

Settlement for the above customer attached.

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:	5/21/08 08:27AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/21/08 08:27AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Atty asked if this was final offer Asked whats missing		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/23/08 10:38AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/23/08 10:38AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for atty		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/27/08 07:24AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/27/08 07:23AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Atty still has not replied assuming fee issue		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	5/30/08 01:35PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	5/30/08 01:34PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Atty still insisting on higher atty fee		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 01:31PM
Activity Type	Corporate Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	6/2/08 01:31PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Lew request FS Docs		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 01:31PM
Activity Type	Corporate Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	6/2/08 01:31PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	emailed Lew FS Docs		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 02:28PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/2/08 02:27PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Sent settlement to atty see below		

Note Created:	6/2/08 02:27PM	Note Created By:	Moore, Lew	Note Type:	Customer's Attorney
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Customer Service Request Detail # 200810501111

From: Moore Lew, V2-US-A-51
Sent: Monday, June 02, 2008 2:27 PM
To: 'Raffi Mansourian'
Subject: Customer [REDACTED] 2006 BMW 750Li [REDACTED]

Mr Mansourian:

Attached are the revised settlement papers for the above customer.

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:	6/4/08 04:42PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/4/08 04:39PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Signed settlement to ISG see below		
Note Created:	6/4/08 04:40PM	Note Created By:	Moore, Lew
		Note Type:	Corporate Interaction



Customer Service Request Detail # 200810501111

From: Moore Lew, V2-US-A-51
Sent: Wednesday, June 04, 2008 4:39 PM
To: 'ewoods@impartialservices.com'
Cc: Fashola Tom, V2-US-V-3-C
Subject: FW: Scanned document from NEW ShareScan (ShareScan)

Emma:

Re [REDACTED] 2006 BMW 750Li D [REDACTED]

attached is the settlement paperwork on the above customer .

Pacific BMW will be the dealer involved.

the reason for the repurchase is repeat repairs SRS indicator.

thanks

Lew

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

From: NEW ShareScan
Sent: Wednesday, June 04, 2008 4:34 PM
To: Moore Lew, V2-US-A-51
Subject: Scanned document from NEW ShareScan (ShareScan)

Activity Status:	Done	Activity Updated:	6/6/08 01:21PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/6/08 01:21PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for ISG		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200810501111

Activity Status:	Done	Activity Updated:	6/9/08 03:19PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/9/08 03:19PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for ISG		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/12/08 02:25PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/12/08 02:25PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	waiting for ISG		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/16/08 10:25AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/16/08 10:24AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Surrender 6/18 per ISG		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/18/08 02:04PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	6/18/08 02:04PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	ISG advises surrender complete		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200811303610

Customer

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

Service Request

Service Request #: 200811303610
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 4/22/08 04:22PM
 Created By: Brown, Kevin
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 4/22/08 04:26PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/23/08 10:05AM
 Close Rep: Mazanec, Carrie
 Issue Note: Cci to adv that he was involved in an accident and was injured by the airbag.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage: 18,000
 Sale: 8/21/06 12:00AM
 In Service Date: 8/21/06 12:00AM
 Production Date: 6/14/06 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	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200811303610

Activity Status:	Done	Activity Updated:	4/22/08 04:27PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	4/22/08 04:22PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Cci to adv that he was involved in an accident and was injured by the airbag.		

Note Created: 4/22/08 04:23PM

Note Created By: Brown, Kevin

Note Type: Customer Interaction

Cust stts he was traveling about 65mph and was hit head on and the steering wheel airbag left 2nd and 3rd deg burns on his hands and cust wanted to know if possible injuries were disclosed in the manual. Cust also would like to know if it is normal to recieve injuries from the airbags.

Cust stts the veh was totaled and he does not know where the veh is at this time.

Cust stts South Bay BMW looked into the issue with the veh after the accident.



Customer Service Request Detail # 200812104164

Customer

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

Service Request

Service Request #:	200812104164
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/30/08 06:23PM
Created By:	Harris, Ryan
Rep Assigned:	Harris, Ryan
Date Assigned:	4/30/08 06:23PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/30/08 06:25PM
Close Rep:	Harris, Ryan
Issue Note:	Cust states DVD isn't working in the rear. Cust states she can't select DVD in entertainment menu.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	750Li
Mileage:	
Sale:	2/27/06 12:00AM
In Service Date:	2/27/06 12:00AM
Production Date:	12/16/05 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 advised cust to take veh into a BMW dealer.

Attachments

File Name	Comments



Customer Service Request Detail # 200812104164

Activity Status:	Done	Activity Updated:	4/30/08 06:25PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/30/08 06:24PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states the DVD was working earlier and now it isn't working.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200814100954

Customer

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

Service Request

Service Request #: 200814100954
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 5/20/08 10:55AM
 Created By: Coil, Jarrod
 Rep Assigned: Hodges, Patrick
 Date Assigned: 6/16/08 11:33AM
 Assigned Dealer: Fowler Motors, Inc.
 Identified Dealer: Fowler Motors, Inc.
 Date Resolved:
 Resolve Rep:
 Date Closed: 7/2/08 10:17AM
 Close Rep: Hodges, Patrick
 Issue Note: refer to SR# 200810900617 - cust wishing to speak with P. Hodges

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li
 Mileage: 7,500
 Sale: 8/30/07 12:00AM
 In Service Date: 8/30/07 12:00AM
 Production Date: 7/23/07 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
 Dealer drained fuel tank, flushed the injectors, and refilled the fuel tank.
 Dealer drained fuel tank, flushed the injectors, and refilled the fuel tank.
 wtr recvd call from Gary Russo, SM, who sfts that secondary check was cut to the customer for the rsa claim.

Attachments

File Name	Comments
[REDACTED] ROs	
[REDACTED] FinalRO	



Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	5/20/08 10:55AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/20/08 10:55AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	refer to SR# 200810900617 - cust wishing to speak with P. Hodges - xfered to VM		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/20/08 01:01PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	5/20/08 01:01PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci for status, adv. P Hodges away from his desk, rqsts rtn call to cel		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/20/08 04:22PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	5/20/08 04:21PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cci for patrick hodges.. xfered to patrick.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 11:22AM
Activity Type	Team Lead Escalation	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	5/20/08 04:22PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	xfered to patrick.		

Note Created:	5/20/08 04:25PM	Note Created By:	Hodges, Patrick	Note Type:	Team Lead Escalation
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wtr spk with cust who stts the veh is back in the shop for the exact same light. Cust stts he will seek legal action if BMW does not help him out of this vehicle. Wtr apologized about the continual problems and adv would review with our regional team. wtr stts will touch base with customer by eob on Thursday. [REDACTED]	
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Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	5/20/08 07:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/20/08 07:16PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer LM for Gary Russo SM for veh and cust info.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 11:22AM
Activity Type	General	Activity Updated By:	Mak, Sophy
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	5/21/08 09:14AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 5/21/08 09:14AM	Note Created By: NET, DCS	Note Type: Dealer Interaction
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Viewed Service Request information: Dealer 77922 on Wed May 21 09:14:02 EDT 2008

Activity Status:	Done	Activity Updated:	5/21/08 10:50AM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/21/08 10:50AM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Gary SM ci stting cust continues to bring in veh for check engine light.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/21/08 10:55AM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/21/08 10:55AM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer LM for Gary SM req days down and repair attempts for veh. Adv we would escalate bb req to market.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/21/08 06:51PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	5/21/08 06:48PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer spoke to Gary SM. Sttd veh has been down a total of 10 days for service engine light complaint. Air flow sensor 2 days and O2 monitor sensor>		

Note Created: 5/21/08 06:49PM	Note Created By: Smith, Heath	Note Type: Dealer Interaction
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Customer Service Request Detail # 200814100954

8 days.			
Activity Status:	Done	Activity Updated:	5/22/08 11:27AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/21/08 06:53PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Writer emailed escalation to Micah for further review.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/27/08 09:33AM
Activity Type	Field Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/22/08 11:27AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Steve N. to escalate issue.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 09:39AM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/23/08 09:39AM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-looking for Patrick. xferred to Richard.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 09:40AM
Activity Type	Corporate Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	5/23/08 09:40AM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	wtr told Patrick cust c/i for Patrick & xferred cust to Richard.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 09:47AM
Activity Type	Customer Interaction	Activity Updated By:	Peyton, Richard
Activity Assigned To:	Peyton, Richard	Email From:	
Activity Created:	5/23/08 09:42AM	Email To:	
Activity Created By:	Peyton, Richard		
Activity Description:	spoke to customer...		
Note Created:	5/23/08 09:43AM	Note Created By:	Peyton, Richard
		Note Type:	Customer Interaction



Customer Service Request Detail # 200814100954

states Patrick was supposed to call him back today after elevating his issue..I adv it has been forwarded we are waiting on response...he wanted to know what to do-I asked if veh was at dealer he stated no-they don't want to work on it and he doesn't want to take it back until we have him a new veh..I adv we woudl not have any info until first part of next week.....the phone went dead at that point...			
Activity Status:	Done	Activity Updated:	5/27/08 09:31AM
Activity Type	Field Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/27/08 09:31AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Steve e-mailed in advsd that we need to get veh. in if issues are recurring.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/27/08 09:32AM
Activity Type	Corporate Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/27/08 09:31AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Patrick to advise of market's decision. Patrick advsd to escalate issue to CORE.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/28/08 11:07AM
Activity Type	Corporate Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	5/27/08 09:32AM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer e-mailed Sophy M. to advise of customer's issue and market's proposed resolution.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/28/08 11:07AM
Activity Type	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/28/08 10:52AM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w Rubin, SvcAdv. Cust came in 4/17/08 with CEL. They cleared the faults and ordered the mass air flow sensor. Cust came back and they replaced the >		
Note Created:	5/28/08 10:53AM	Note Created By:	Mak, Sophy
		Note Type:	Dealer Interaction
mass air flow sensor. Cust had another check engine light on 4/28/08. The cust left his car there and they replaced the oxygen monitor sensor. Cust had a 3rd check engine light. The cust got furious at that point and wanted a buyback. Dealer told the cust they will do everything they need to do to fix this vehicle. Cust said ok and is bringing his car there this afternoon. The RTE is going to inspect it tomorrow. They will give him a loaner. Customer paid cash for this vehicle.			



Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	5/28/08 11:11AM
Activity Type	Customer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/28/08 11:11AM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	I/m for the customer apologizing for all inconveniences and to let him know BMW will fix his vehicle as obligated by terms of warranty.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/28/08 11:57AM
Activity Type	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/28/08 11:57AM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	Received RO's from the dealer (see attachment).		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/28/08 01:23PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/28/08 01:23PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	cci req to spk to Patrick. wtr xfrd to Patrick.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/28/08 02:48PM
Activity Type	Customer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/28/08 01:34PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w the cust. Let him know we are aware of his check engine light issues and asked that he give us one more opportunity to repair his vehicle. Our >		

Note Created:	Note Created By:	Note Type:
5/28/08 01:35PM	Mak, Sophy	Customer Interaction

regional engineer will be at Fowler tomorrow to take a look at his car. We have his service records and will resolve his issues. Let cust know dealer has a loaner waiting for him. Cust said he's going there later today. I told him to call me directly if he has any questions. He said ok. Gave cust my direct line.	
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Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	5/28/08 03:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/28/08 03:48PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w Rubin, SvcAdv. Cust just dropped off his vehicle for the inspection tmrw. They gave him a 3 series loaner.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/30/08 09:47AM
Activity Type	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	5/30/08 09:47AM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w Rubin, SvcAdv. He will get an update and call me back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 10:54AM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/2/08 10:54AM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci for Patrick (NA) xfered to Patricks VM		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/2/08 10:57AM
Activity Type	Corporate Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/2/08 10:54AM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	wrt emailed Patrick w/info of cust in VM		

Note Created:	6/2/08 10:56AM	Note Created By:	Barnes, Richard	Note Type:	Corporate Interaction
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Customer Service Request Detail # 200814100954

Patrick, Mr. [REDACTED] is asking for you. I referred him to your VM. Thanks, 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 Type: Dealer Interaction Activity Assigned To: Mak, Sophy Activity Created: 6/2/08 11:12AM Activity Created By: Mak, Sophy Activity Description: s/w Rubin, SvcAdv. Vince, RTE inspected car on 5/29. They drained the gas tank, cleaned the fuel injectors and filled tank with fresh fuel. They told>	Activity Updated: 6/2/08 11:20AM Activity Updated By: Mak, Sophy Email From: Email To:	
Note Created: 6/2/08 11:15AM Note Created By: Mak, Sophy Note Type: Dealer Interaction		
the customer not to buy his gas from Sam's Club anymore. They gave him a list of gas brands approved by BMW. They are detailing the car now and customer will pick it up this afternoon. They tested the O2 sensors and vehicle is running under BMW parameters. Rubin will fax me the final RO.		
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Mak, Sophy Activity Created: 6/2/08 11:16AM Activity Created By: Mak, Sophy Activity Description: Rec'd final repair order from the dealer (see attachment).	Activity Updated: 6/2/08 11:16AM Activity Updated By: Mak, Sophy Email From: Email To:	
Note Created: Note Created By: Note Type:		
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Mak, Sophy Activity Created: 6/2/08 12:04PM Activity Created By: Mak, Sophy Activity Description: I/m for the customer		Activity Updated: 6/2/08 12:04PM Activity Updated By: Mak, Sophy Email From: Email To:
Note Created: Note Created By: Note Type:		



Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	6/2/08 01:51PM
Activity Type	Customer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	6/2/08 01:40PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w the cust. He said he's leasing this car and refuses to take it to any other gas station but Sam's Club. It's the cheapest. Cust feels he should >		

Note Created: 6/2/08 01:42PM Note Created By: Mak, Sophy Note Type: Customer Interaction

be able to fill his gas tank with any brand. I apologized for all inconveniences but BMW has provided him a list of top tier gas retailers that we recommend so that his fuel injectors won't get clogged again. Cust said this is a leased car and he won't be keeping it so he refuses to pay for top tier gas. He wants his car replaced. I said no. He asked us to find out what's wrong with his car, we did (we drained his fuel tank, cleaned the injectors) and we fixed his car. Let him know if he doesn't use top tier gas, his injectors may get clogged again. Cust shouted some more and then hung up.

Activity Status:	Done	Activity Updated:	6/16/08 11:34AM
Activity Type	Customer Interaction	Activity Updated By:	Simon, William
Activity Assigned To:	Simon, William	Email From:	
Activity Created:	6/16/08 11:34AM	Email To:	
Activity Created By:	Simon, William		
Activity Description:	cust called asking to speak to patrick trans		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	6/16/08 12:25PM
Activity Type	Customer Interaction	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	6/16/08 11:39AM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	cci stts he recvd his vehicle back and had a gas leak		

Note Created: 6/16/08 11:40AM Note Created By: Hodges, Patrick Note Type: Customer Interaction

cust stts he was in NC and the fuel gauge started to decline at a rapid rate. Cust stts he put fuel in the vehicle and continued down the road when he started to smell gas. Cust stts he was parked in his son's driveway when they noticed fuel spilling from underneath the vehicle. Cust stts he called RSA who made him pay for the tow back to his dealer. Cust stts he just recvd the car back and was adv by his dlr that the mechanic didn't tighten a hose all of the way. Cust stts he does not want the vehicle back because it is unsafe and the dlr is negligent. Wtr apologized about the issue and cust re cb from Sophy.



Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	6/16/08 12:25PM
Activity Type	Corporate Interaction	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	6/16/08 12:25PM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	wtr sent e-mail to sophy m.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/23/08 10:54AM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	6/23/08 10:54AM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cci for Patrick. I adv he was out till later on today. Cx accepted vm.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/27/08 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	6/27/08 04:45PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	wtr xfered to Patrick H.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/30/08 01:24PM
Activity Type	Team Lead Escalation	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	6/27/08 04:49PM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	wtr recvd call from cust stting		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/30/08 01:24PM
Activity Type	Corporate Interaction	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	6/30/08 01:24PM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	wtr sent email to Sophy M seeking further assistance.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200814100954

Activity Status:	Done	Activity Updated:	7/2/08 09:18AM
Activity Type	Corporate Interaction	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	7/2/08 09:18AM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	wtr recvd emai lfrom Sophy stating the issues were due to bad gasoline and not a defect.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/2/08 10:17AM
Activity Type	Dealer Interaction	Activity Updated By:	Hodges, Patrick
Activity Assigned To:	Hodges, Patrick	Email From:	
Activity Created:	7/2/08 10:16AM	Email To:	
Activity Created By:	Hodges, Patrick		
Activity Description:	wtr recvd call from Gary Russo, SM, who stts that secondary check was cut to the customer for the rsa claim.		

Note Created: 7/2/08 10:17AM	Note Created By: Hodges, Patrick	Note Type: Dealer Interaction
Gary stts the customer is satisfied at this point.		



Customer Service Request Detail # S00736103812

Customer

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

Service Request

Service Request #: S00736103812
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/27/07 05:34AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/27/07 05:34AM
 Assigned Dealer:
 Identified Dealer: Erhard BMW of Farmington Hills
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/14/08 03:35AM
 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750i Sedan
 Mileage:
 Sale: 12/22/06 12:00AM
 In Service Date: 12/22/06 12:00AM
 Production Date: 11/20/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00736103812

Activity Status:	Done	Activity Updated:	12/27/07 05:34AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/27/07 05:34AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/27/07 05:34AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026878010
Survey Type:
Dealer Code: 20973
Service Advisor SSN: 9116
Service Advisor Cust Pay Code: 4052
Service Advisor First Name: CHAD
Service Advisor Last Name: ROSSETTER
Service Tech SSN: 6868
Service Tech Cust Pay Code: 5216
Service Tech First Name: PHIL
Service Tech Last Name: DIXON
Repair Date: 12/12/2007
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: D
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHL835X7D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 055894
Call Disposition Code: CMP
Call Date: 12/21/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE LOVES THE DRIVE ABILITY OF A BMW. THIS IS THE SECOND 7 SERIES, BUT THE I-DRIVE CONTROL OF THE GPS IS NOT FRIENDLY LIKE HIS SEVERAL GARMIN UNITS. HE CAN NOT USE THE VOICE CONTROLS EITHER. HE SAID THEY NEED TO MAKE THE AUTO LIGHTS COME ON AT DUSK,



Customer Service Request Detail # S00736103812

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

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 03:35AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:35AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00736104555

Customer

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

Service Request

Service Request #:	S00736104555
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/27/07 05:53AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/27/07 05:53AM
Assigned Dealer:	
Identified Dealer:	Southpointe BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/14/08 03:35AM
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):	[REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	750Li Sedan
Mileage:	
Sale:	11/15/07 12:00AM
In Service Date:	10/31/07 12:00AM
Production Date:	9/28/07 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	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

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00736104555

Activity Status:	Done	Activity Updated:	1/20/08 01:53PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/27/07 05:53AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/27/07 05:53AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026804172
Survey Type: Phone
Dealer Code: 66739
Service Advisor SSN: 9099
Service Advisor Cust Pay Code: 9099
Service Advisor First Name: PETER
Service Advisor Last Name: CONNER
Service Tech SSN: 3120
Service Tech Cust Pay Code: 3120
Service Tech First Name: DAVID
Service Tech Last Name: PEDERSON
Repair Date: 12/11/2007
Customer Salutation:
Customer First: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83578D [REDACTED]
VIN 7: DT78358
Invoice Number/RO Number: 020851
Call Disposition Code: CMP
Call Date: 12/21/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 0
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 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 THERE ARE PROBLEMS WITH THE GPS AND A LOT OF UNEXPLAINABLE NOISES AS WELL. THE AUTO DRIVE RADAR IS NOT WORKING AND THIS IS BMW'S PROBLEM AND NOT THE CENTERS. HE SAID HE WOULD APPRECIATE A CONTACT FROM BMW TO RECTIFY THE SITUATION. HE SAID BMW NEEDS TO



Customer Service Request Detail # S00736104555

Activity Status:	Done	Activity Updated:	1/20/08 01:53PM
Activity Type	Initial Customer Contact	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/20/08 01:53PM
Activity Type	Final Customer Contact	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:35AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00800407487

Customer

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

Service Request

Service Request #: S00800407487
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 1/4/08 03:34AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 1/4/08 03:34AM
 Assigned Dealer:
 Identified Dealer: Jackie Cooper Imports, LLC
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/16/08 04:23AM
 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 10/31/06 12:00AM
 In Service Date: 10/31/06 12:00AM
 Production Date: 9/6/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00800407487

Activity Status:	Done	Activity Updated:	1/4/08 03:34AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 03:34AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 03:34AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027000506
Survey Type:
Dealer Code: 35071
Service Advisor SSN: 8703
Service Advisor Cust Pay Code: 875
Service Advisor First Name: DANIEL
Service Advisor Last Name: PARKER
Service Tech SSN: 4260
Service Tech Cust Pay Code: 20823
Service Tech First Name: EDWARD
Service Tech Last Name: WADE
Repair Date: 12/17/2007
Customer Salutation: Mrs.
Customer First Name: [REDACTED]
Customer Middle Name: S
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [REDACTED]
VIN 17: WBAHN835970 [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 229519
Call Disposition Code: CMP
Call Date: 12/31/2007
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: 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 AS STATED EARLIER, SHE HAS HAD THREE BMW SEVEN SERIES. SHE LOVES THE VEHICLE, BUT WHAT KEPT HER THE HAPPIEST WAS BRIAN, THE SERVICE ADVISOR. SINCE HE LEFT, THE COMMUNICATION HAS DECLINED. SHE HAD ONE SERVICE ADVISOR SCHEDULE HER VEHICLE TO BE PIC



Customer Service Request Detail # S00800407487

Activity Status:	Done	Activity Updated:	1/9/08 04:43PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/9/08 04:43PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	No Answer		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/10/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/16/08 04:23AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:23AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 0		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00802901284

Customer

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

Service Request

Service Request #: S00802901284
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 1/29/08 01:02AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 1/29/08 01:02AM
 Assigned Dealer:
 Identified Dealer: Reeves Import Motorcars, Inc.
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/6/08 03:02AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage:
 Sale: 3/2/06 12:00AM
 In Service Date: 3/2/06 12:00AM
 Production Date: 1/26/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00802901284

Activity Status:	Done	Activity Updated:	1/29/08 01:02AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/29/08 01:02AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/29/08 01:02AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027306630
Survey Type:
Dealer Code: 14000
Service Advisor SSN: 3759
Service Advisor Cust Pay Code: 3759
Service Advisor First Name: ALBERT
Service Advisor Last Name: DARBY
Service Tech SSN: 6472
Service Tech Cust Pay Code: 666472
Service Tech First Name: MARCO
Service Tech Last Name: ALMANZAR
Repair Date: 01/16/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: E
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH83596L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 028899
Call Disposition Code: CMP
Call Date: 01/23/2008
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: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE HAS HAD A TERRIBLE
BMW EXPERIENCE AND WOULD NEVER AGAIN PURCHASE OR
RECOMMEND ANY BMW PRODUCT.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...



Customer Service Request Detail # S00802901284

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	1/31/08 05:07PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/31/08 05:06PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Left Voice Mail		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/1/08 03:10AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/1/08 03:10AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/5/08 04:48PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/5/08 04:48PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	Left Voice Mail		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/6/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 09		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00803502843

Customer

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

Service Request

Service Request #: S00803502843
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/4/08 01:32AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 2/4/08 01:32AM
 Assigned Dealer:
 Identified Dealer: Crevier BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/11/08 03:07AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 6/6/07 12:00AM
 In Service Date: 6/6/07 12:00AM
 Production Date: 4/24/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803502843

Activity Status:	Done	Activity Updated:	2/4/08 01:32AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/4/08 01:32AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/4/08 01:32AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027424322
Survey Type:
Dealer Code: 04552
Service Advisor SSN: 6770
Service Advisor Cust Pay Code: 260
Service Advisor First Name: TODD
Service Advisor Last Name: LOCKWOOD
Service Tech SSN: 0886
Service Tech Cust Pay Code: 99845
Service Tech First Name: DANIEL
Service Tech Last Name: CADENA
Repair Date: 01/25/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: F
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83577D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 364424
Call Disposition Code: CMP
Call Date: 01/31/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 50
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 50
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED ON THIS SECOND VISIT FOR THESE TWO ISSUES AT LEAST THEY FINALLY ACKNOWLEDGE THEM. NOW EVEN WORSE, THERE ARE NO REPAIRS FOR EITHER OF THEM. NOW THEY SAY THE IPOD ISSUE IS BLAMED ON THE REAR ENTERTAINMENT SYSTEM. THIS IS ALSO A VERY EXPENSIVE BMW OPTIO



Customer Service Request Detail # S00803502843

Activity Status:	Done	Activity Updated:	2/8/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/8/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/11/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/11/08 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:



Customer Service Request Detail # S00803507472

Customer

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

Service Request

Service Request #:	S00803507472
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/4/08 06:59AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/4/08 06:59AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/13/08 03:08AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	750Li Sedan
Mileage:	
Sale:	11/20/07 12:00AM
In Service Date:	11/20/07 12:00AM
Production Date:	10/22/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00803507472

Activity Status:	Done	Activity Updated:	2/4/08 06:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/4/08 06:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/4/08 06:59AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027397259
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 8280
Service Advisor Cust Pay Code: 520
Service Advisor First Name: MICHAEL
Service Advisor Last Name: SOBECKI
Service Tech SSN: 9622
Service Tech Cust Pay Code: 509
Service Tech First Name: KYLE
Service Tech Last Name: SIMMONS
Repair Date: 01/24/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: D
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83525 [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 216910
Call Disposition Code: CMP
Call Date: 01/31/2008
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 HIS SPEAKER WAS BLOWN. THE NOISE CAME BACK. HE HAD TO BRING HIS VEHICLE BACK. THIS WILL BE HIS LAST BMW. HE DID NOT GET A RETURN CALL FROM THE MANAGER.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...



Customer Service Request Detail # S00803507472

... Answer: Unadjusted Q5a Answe		...	
Activity Status:	Done	Activity Updated:	2/11/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/11/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/13/08 03:08AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/13/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00804703609

Customer

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

Service Request

Service Request #: S00804703609
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/16/08 01:55AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 2/16/08 01:55AM
 Assigned Dealer:
 Identified Dealer: Inskip BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/16/08 01:55AM
 Close Rep: ISKY, AAARA
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750i
 Mileage:
 Sale: 5/23/06 12:00AM
 In Service Date: 5/23/06 12:00AM
 Production Date: 3/27/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
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 # S00804703609

Activity Status:	Done	Activity Updated:	2/16/08 01:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/16/08 01:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/16/08 01:55AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027560384
Survey Type: Phone
Dealer Code: 26703
Service Advisor SSN: 0853
Service Advisor Cust Pay Code: 71539
Service Advisor First Name: Jeff
Service Advisor Last Name: Crooker
Service Tech SSN: 0040
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 02/06/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHL83556 [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 667657
Call Disposition Code: CMP
Call Date: 02/12/2008
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: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 50
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM THE
CENTER. CUSTOMER STATED HE IS NOT SATISFIED. EITHER THEY
GUARANTEE THEY WILL FIX IT THIS TIME OR HE WILL GO
ELSEWHERE, BUT HE WANTS IT FIXED.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...



Customer Service Request Detail # S00804703609

... Answer: Unadj		...	
Activity Status:	Done	Activity Updated:	2/16/08 01:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/16/08 01:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR # S00804504945		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00804900267

Customer

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

Service Request

Service Request #: S00804900267
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/18/08 12:35AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 2/18/08 12:35AM
 Assigned Dealer:
 Identified Dealer: Autogermana BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/25/08 03:06AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 5/11/07 12:00AM
 In Service Date: 5/11/07 12:00AM
 Production Date: 9/8/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804900267

Activity Status:	Done	Activity Updated:	2/18/08 12:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 12:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 12:35AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027507253
Survey Type: Phone
Dealer Code: 10742
Service Advisor SSN: 4174
Service Advisor Cust Pay Code: 4174
Service Advisor First Name: Froilan
Service Advisor Last Name: Montfort
Service Tech SSN: 1669
Service Tech Cust Pay Code: 1669
Service Tech First Name: Nelson
Service Tech Last Name: Cortez
Repair Date: 01/31/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH8357L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 163391
Call Disposition Code: CMP
Call Date: 02/13/2008
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 HER VEHICLE IS
DEPROGRAMMING ITSELF. THE CENTER DOES NOT KNOW HOW
TO FIX HER VEHICLE. SHE IS VERY DISAPPOINTED WITH
EVERYTHING. SHE IS NOT HAPPY AT ALL. SHE SAID SHE WAS NOT
GIVEN A LOANER VEHICLE WHEN SHE LEFT HER VEHICLE AN



Customer Service Request Detail # S00804900267

Activity Status:	Done	Activity Updated:	2/22/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/25/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 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:



Customer Service Request Detail # S00804907723

Customer

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

Service Request

Service Request #: S00804907723
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/18/08 05:24AM
 Created By: ISKY, AAARA
 Rep Assigned: Gammon, Jason
 Date Assigned: 2/21/08 04:37PM
 Assigned Dealer:
 Identified Dealer: Vista Motor Company
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/26/08 12:05PM
 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 4/26/07 12:00AM
 In Service Date: 4/26/07 12:00AM
 Production Date: 3/22/07 12:00AM

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
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES

Solution Notes

Solution
 mailed cd to 7401 ne bay cove ct, boca raton, fl 33487-1713

Attachments

File Name	Comments



Customer Service Request Detail # S00804907723

Activity Status:	Done	Activity Updated:	2/18/08 05:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 05:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 05:24AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027568235
Survey Type: Phone
Dealer Code: 46697
Service Advisor SSN: 5825
Service Advisor Cust Pay Code: 491
Service Advisor First Name: JOFFRE
Service Advisor Last Name: BAUER
Service Tech SSN: 9112
Service Tech Cust Pay Code: 967
Service Tech First Name: LEO
Service Tech Last Name: LUCCA
Repair Date: 02/07/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83537D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 229720
Call Disposition Code: CMP
Call Date: 02/14/2008
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: CUSTOMER STATED HE WENT IN FOR
SQUEAKING BRAKES AND A DRAGGING WINDSHIELD WIPER. HE
ENDED UP GETTING AN OIL CHANGE AS WELL. THE BRAKES ARE
STILL SQUEAKING. THIS IS HIS FIRST AND LAST BMW BECAUSE
THE NAVIGATION SYSTEM IS TOO COMPLICATED AND HE DOES
NOT WAN



Customer Service Request Detail # S00804907723

Activity Status:	Done	Activity Updated:	2/21/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/21/08 04:37PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	writer advsd will research to see if cd/dvd on how to use nav system on 7er		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/25/08 04:24PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/25/08 04:23PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	5617565428, lvm, req current address to mail The Revolutionary 7 Series Innovations CD		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/26/08 12:01PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/26/08 12:01PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cci, confirmed address		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00806701253

Customer

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

Service Request

Service Request #: S00806701253
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/7/08 12:42AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 3/7/08 12:42AM
 Assigned Dealer:
 Identified Dealer: Hendrick BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/7/08 05:02PM
 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 2/23/07 12:00AM
 In Service Date: 2/23/07 12:00AM
 Production Date: 1/15/07 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
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Customer is working with dealer, wtr contacted Chris blocker who advsd he would call customer

Attachments

File Name	Comments



Customer Service Request Detail # S00806701253

Activity Status:	Done	Activity Updated:	3/7/08 12:42AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/7/08 12:42AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/7/08 12:42AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027806893
Survey Type: Phone
Dealer Code: 66788
Service Advisor SSN: 9557
Service Advisor Cust Pay Code: 226
Service Advisor First Name: RICK
Service Advisor Last Name: BEAL
Service Tech SSN: 3445
Service Tech Cust Pay Code: 120
Service Tech First Name: DANIEL
Service Tech Last Name: MILLER
Repair Date: 02/19/2008
Customer Salutation:
Customer First Name:
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone:
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83547D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 494777
Call Disposition Code: CMP
Call Date: 03/04/2008
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: 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: CARL PEGGS ANSWERED. CUSTOMER STATED THIS SERVICE VISIT WAS GOOD. BUT HE IS HAVING ISSUES WITH HIS BMW THAT NO ONE SEEMS TO BE ABLE TO FIX. WHEN HE PUTS HIS VEHICLE IN SPORTS MODE, THE THE TRANSMISSION ACTS UP. IT IS SO EXTREMELY BAD THAT IT FEELS LIKE SOMEONE



Customer Service Request Detail # S00806701253

Activity Status:	Done	Activity Updated:	3/7/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	3/7/08 04:38PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	Writer Im on vm for customer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/7/08 04:56PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/7/08 04:56PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Cci sttg he was waiting on a phone call from Chris Blocker, request wtr to call Chris and see what was going on		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/7/08 05:02PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/7/08 05:02PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and spoke with Chris Blocker who advsd he would call the customer right away and speak with him		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00808500519

Customer

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

Service Request

Service Request #: S00808500519
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/25/08 12:38AM
 Created By: ISKY, AAARA
 Rep Assigned: Burkland, Laurie
 Date Assigned: 3/26/08 04:50PM
 Assigned Dealer:
 Identified Dealer: Erhard BMW of Bloomfield Hills
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/26/08 04:51PM
 Close Rep: Burkland, Laurie
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li
 Mileage:
 Sale: 3/23/07 12:00AM
 In Service Date: 3/23/07 12:00AM
 Production Date: 11/15/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Cust stts everything is all set.

Attachments

File Name	Comments



Customer Service Request Detail # S00808500519

Activity Status:	Done	Activity Updated:	3/25/08 12:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/25/08 12:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/25/08 12:38AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027898918
Survey Type: Phone
Dealer Code: 30400
Service Advisor SSN: 9950
Service Advisor Cust Pay Code: 121
Service Advisor First Name: CHEN
Service Advisor Last Name: YEN
Service Tech SSN: 9651
Service Tech Cust Pay Code: 62
Service Tech First Name: CURT
Service Tech Last Name: WALDEN
Repair Date: 02/29/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH83527L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 243577
Call Disposition Code: CMP
Call Date: 03/20/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 25
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: 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 REASON FOR THE LOWER RATING IS THE VEHICLE HAD TO BE BROUGHT IN THREE TIMES TO GET THE NAVIGATION SYSTEM FIXED. IT TOOK THREE WEEKS TO GET AN APPOINTMENT DUE TO LOANERS. HE CALLED SEVERAL TIMES AND RECEIVED NO RETURN CALLS. THE CENTER CALLED HI



Customer Service Request Detail # S00808500519

Activity Status:	Done	Activity Updated:	3/26/08 04:51PM
Activity Type	Initial Customer Contact	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	3/26/08 04:50PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Cust stts everything is all set.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00809403883

Customer

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

Service Request

Service Request #: S00809403883
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 4/3/08 01:33AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 4/3/08 01:33AM
 Assigned Dealer:
 Identified Dealer: Karl Knauz Motors
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/11/08 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 9/25/07 12:00AM
 In Service Date: 9/25/07 12:00AM
 Production Date: 4/27/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00809403883

Activity Status:	Done	Activity Updated:	4/3/08 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/3/08 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/3/08 01:33AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028078619
Survey Type: Phone
Dealer Code: 52800
Service Advisor SSN: 7680
Service Advisor Cust Pay Code: 55
Service Advisor First Name: STEVE
Service Advisor Last Name: PORCH
Service Tech SSN: 6581
Service Tech Cust Pay Code: 45
Service Tech First Name: MICHAEL
Service Tech Last Name: MURRAY
Repair Date: 03/17/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH835X7L [REDACTED] 4
VIN 7: [REDACTED]
Invoice Number/RO Number: 203264
Call Disposition Code: CMP
Call Date: 03/28/2008
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:
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 THE GPS IN THE VEHICLE IS NOT GOOD. IT IS DESIGNED IMPROPERLY. IT DOES NOT TELL THE CONSUMER WHAT THEY NEED TO KNOW. THE CENTER HAD THE VEHICLE TWO WEEKS AND THE GPS STILL IS NOT WORKING PROPERLY. IT WORKS AS BEST AS THE CENTER CAN M



Customer Service Request Detail # S00809403883

Activity Status:	Done	Activity Updated:	4/7/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/7/08 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:	4/11/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00810204194

Customer

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

Service Request

Service Request #: S00810204194
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 4/11/08 01:26AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 4/11/08 01:26AM
 Assigned Dealer:
 Identified Dealer: I. G. Burton BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 5/8/08 03:02AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage:
 Sale: 3/13/06 12:00AM
 In Service Date: 3/13/06 12:00AM
 Production Date: 2/10/06 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	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0017	RATTLES AND SQUEAKS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810204194

Activity Status:	Done	Activity Updated:	4/11/08 01:27AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/11/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/11/08 01:26AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028177661
Survey Type: Phone
Dealer Code: 36493
Service Advisor SSN: 4567
Service Advisor Cust Pay Code: 1327
Service Advisor First Name: COLLEEN
Service Advisor Last Name: CONSALO
Service Tech SSN: 2418
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 03/25/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH8356D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 369553
Call Disposition Code: CMP
Call Date: 04/05/2008
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 HAD PROBLEMS WITH THE BRAKES FOR A WHILE. HE DOES NOT THINK THIS IS AN ISSUE WITH THE CENTER, BUT MORE WITH THIS PARTICULAR SERIES OF BMW. HE SAID HE HAD SOME SENSORS ORDERED AND PUT ON THE VEHICLE, BUT THE SQUEAKY BRAKES PERSIST.
Unadjusted Q1a Answer:



Customer Service Request Detail # S00810204194

Activity Status:	Done	Activity Updated:	4/28/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/28/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00810602192

Customer

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

Service Request

Service Request #:	S00810602192
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/15/08 12:59AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/15/08 12:59AM
Assigned Dealer:	
Identified Dealer:	Pacific BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/15/08 12:59AM
Close Rep:	ISKY, AAARA
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	750Li
Mileage:	
Sale:	9/27/06 12:00AM
In Service Date:	9/27/06 12:00AM
Production Date:	7/5/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
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 # S00810602192

Activity Status:	Done	Activity Updated:	4/15/08 12:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/15/08 12:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/15/08 12:59AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028296961
Survey Type: Phone
Dealer Code: 76837
Service Advisor SSN: 2135
Service Advisor Cust Pay Code: 9417
Service Advisor First Name: HASSEN
Service Advisor Last Name: SALEM
Service Tech SSN: 1255
Service Tech Cust Pay Code: 9197
Service Tech First Name: AMIR
Service Tech Last Name: DAWUD
Repair Date: 04/03/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH835X6L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 060052
Call Disposition Code: CMP
Call Date: 04/09/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
Q2 Respectful and courteous treatment
Unadjusted Q2 Score:
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 50
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE VEHICLE HAS BEEN IN FIVE OR SIX TIMES FOR THE SAME REASON. THE SRS LIGHT KEEPS COMING ON. THERE WAS A TIME IT WAS IN FOR THREE WEEKS. WHEN HE CALLED FOR APPT, IT WAS MADE FOR A WEEK LATER. HE SAID HE IS WORRIED IT IS NOT SAFE FOR THE FAMILY



Customer Service Request Detail # S00810602192

Activity Status:	Done	Activity Updated:	4/15/08 12:59AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/15/08 12:59AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR# 200810501111		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00810803350

Customer

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

Service Request

Service Request #:	S00810803350
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/17/08 01:23AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/17/08 01:23AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/30/08 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):	[REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	750Li Sedan
Mileage:	
Sale:	
In Service Date:	
Production Date:	8/30/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810803350

Activity Status:	Done	Activity Updated:	4/17/08 01:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/17/08 01:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/17/08 01:23AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028299770
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 5752
Service Advisor Cust Pay Code: 491
Service Advisor First Name: PAUL
Service Advisor Last Name: WEILAND
Service Tech SSN: 3560
Service Tech Cust Pay Code: 389
Service Tech First Name: Brian
Service Tech Last Name: Jindra
Repair Date: 04/04/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM [REDACTED]
Customer PM Phone:
VIN 17: WBAHN83587D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 303546
Call Disposition Code: TPI
Call Date: 04/10/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 25
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 50
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 50
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: TPI NAME: MICHELLE NASIFOGLU. CUSTOMER
STATED THIS IS THE THIRD TIME THE VEHICLE HAS BEEN IN FOR
THE IPOD ISSUE AND IT STILL NOT FIXED. SHE SAID THEY ARE
WORKING TO RESOLVE IT.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...



Customer Service Request Detail # S00810803350

... Answer: Unadjusted		...	
Activity Status:	Done	Activity Updated:	4/25/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/25/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/30/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00811920458

Customer

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

Service Request

Service Request #: S00811920458
 Brand: BMW
 Type: iSky
 Current Status: Open
 Date Opened: 4/28/08 07:11PM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 4/28/08 07:11PM
 Assigned Dealer:
 Identified Dealer: Schaeffer 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.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li
 Mileage:
 Sale: 12/8/07 12:00AM
 In Service Date: 9/28/07 12:00AM
 Production Date: 2/2/07 12:00AM

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

Attachments

File Name	Comments



Customer Service Request Detail # S00811920458

Activity Status:	Done	Activity Updated:	4/28/08 07:11PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 07:11PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 07:11PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028403920
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 1840
Service Advisor Cust Pay Code:
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN: 5803
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 04/08/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: B
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBAHN83527D [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 140148
Call Disposition Code: TPI
Call Date: 04/21/2008
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: TPI NAME: ROBERT FIGLER. CUSTOMER STATED THE VEHICLE JUST WILL NOT START AND IT IS THE FOURTH TIME. THIS TIME THEY CHANGED THE BATTERY. THEY HAD THE VEHICLE FOR TEN DAYS. THE FIRST TIME THEY FOUND NOTHING, THE SECOND THE SOFTWARE, THE THIRD TIME THE MODULE AND THIS TIME THE BATTERY. THEY DID NOT CA



Customer Service Request Detail # S00811920458

Activity Status:	Done	Activity Updated:	5/1/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 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:	5/26/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00813703134

Customer

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

Service Request

Service Request #: S00813703134
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 5/16/08 01:14AM
 Created By: ISKY, AAARA
 Rep Assigned: Hawley, Darlene
 Date Assigned: 5/16/08 04:44PM
 Assigned Dealer:
 Identified Dealer: Firmage BMW of Pleasant Grove
 Date Resolved:
 Resolve Rep:
 Date Closed: 5/16/08 04:44PM
 Close Rep: Hawley, Darlene
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 3/10/07 12:00AM
 In Service Date: 3/10/07 12:00AM
 Production Date: 11/9/06 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	FRONT SUSPENSION, SHC	3100	FRONT SUSPENSION, SHOCKS, CONTRC

Solution Notes

Solution
apologized for dissat. advsd will doc

Attachments

File Name	Comments



Customer Service Request Detail # S00813703134

Activity Status:	Done	Activity Updated:	5/16/08 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/16/08 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/16/08 01:14AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028389358
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: 6477
Service Tech Cust Pay Code: 499
Service Tech First Name: PEDRO
Service Tech Last Name: RAMOS
Repair Date: 04/16/2008
Customer Salutation: mr.
Customer First Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH83587L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 407890
Call Disposition Code: TPI
Call Date: 05/08/2008
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:
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: ANGELA GEIER. CUSTOMER WAS IN A HURRY. CUSTOMER STATED SHE WANTS BMW NA TO CONTACT HER. SHE JUST PURCHASED AN X5 AND THEY HAVE HAD IT SINCE SHE PURCHASED IT SHE HAD TO USE A LOANER THE PAST MONTH NOW. THEY HAVE TO REPLACE THE SUSPENSION AND THE COM



Customer Service Request Detail # S00813703134

Activity Status:	Done	Activity Updated:	5/16/08 04:43PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	5/16/08 04:39PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	tt cust		

Note Created: 5/16/08 04:42PM

Note Created By: Hawley, Darlene

Note Type: Initial Customer Contact

dissat w veh and dlr. stts dlr is terrible ... have had issues w veh from start... stts veh is back at shop now... writer asked if need any f/u and cust advsd no... advsd they will not go back to this dlr... may go to San Diego next.



Customer Service Request Detail # S00813703441

Customer

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

Service Request

Service Request #: S00813703441
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 5/16/08 01:20AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 5/16/08 01:20AM
 Assigned Dealer:
 Identified Dealer: Center BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 6/13/08 03:02AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: 750Li Sedan
 Mileage:
 Sale: 3/31/07 12:00AM
 In Service Date: 3/31/07 12:00AM
 Production Date: 11/29/06 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	Electric Drives & Devices	6700	Electric Drives & Devices

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00813703441

Activity Status:	Done	Activity Updated:	5/16/08 01:20AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/16/08 01:20AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/16/08 01:20AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

Transaction Reason: New Survey
iSky Survey Id: 055028658510
Survey Type: Phone
Dealer Code: 04355
Service Advisor SSN: 1218
Service Advisor Cust Pay Code: 531
Service Advisor First Name: Joanne
Service Advisor Last Name: Lewis
Service Tech SSN: 1399
Service Tech Cust Pay Code: 251
Service Tech First Name: ARIAS
Service Tech Last Name: CACERES
Repair Date: 04/23/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH8357L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 065554
Call Disposition Code: CMP
Call Date: 05/08/2008
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: 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: CUSTOMER STATED HE HAS MAJOR STATIC WITH THE A.M. RADIO AND HE HAS HAD BEEN IN REPEATEDLY FOR IT BE CHECKED OUT WITH NO RESULTS. ONE PERSON TOLD HIM IT WAS NORMAL AND THEY HAVE ALSO CONTACTED BMW IN GERMANY. THERE WAS SOME CLARIFICATION WITH THE MANUFAC

[REDACTED]



Customer Service Request Detail # S00813703441

Activity Status:	Done	Activity Updated:	5/19/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/19/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/12/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/12/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/13/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/13/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code s		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00813905263

Customer

Name: Mrs. [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #: [REDACTED] 9
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: GLENDALE, CA [REDACTED]

Service Request

Service Request #: S00813905263
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 5/18/08 02:36AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 5/18/08 02:36AM
 Assigned Dealer:
 Identified Dealer: Pacific BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 6/13/08 04:38PM
 Close Rep: Greer, Ryan
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: 750Li
 Mileage:
 Sale: 8/31/06 12:00AM
 In Service Date: 8/31/06 12:00AM
 Production Date: 7/18/06 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
advised customer would document complaint

Attachments

File Name	Comments



Customer Service Request Detail # S00813905263

Activity Status:	Done	Activity Updated:	5/18/08 02:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/18/08 02:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/18/08 02:36AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028605423
Survey Type: Phone
Dealer Code: 76837
Service Advisor SSN: 2130
Service Advisor Cust Pay Code: 9159
Service Advisor First Name: GALO
Service Advisor Last Name: MORA
Service Tech SSN: 0414
Service Tech Cust Pay Code: 9343
Service Tech First Name: ASHOT
Service Tech Last Name: ZARGARYAN
Repair Date: 04/29/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH83566L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 061780
Call Disposition Code: TPI
Call Date: 05/12/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 75
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: TPI NAME: DENNIS SANDERS. CUSTOMER STATED AS PART OF HIS LEASE DEAL THE CENTER HAD STATED HE COULD GET A LOANER VEHICLE HOWEVER IT IS NEVER AVAILABLE AND HE WILL NOT PURCHASE ANOTHER BMW BECAUSE OF THIS.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comme



Customer Service Request Detail # S00813905263

Activity Status:	Done	Activity Updated:	5/21/08 04:33AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:33AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/13/08 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	6/13/08 04:35PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	cust upset that dealer never diagnosed that tires needed replaced.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00815003405

Customer

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

Service Request

Service Request #: S00815003405
 Brand: BMW
 Type: iSky
 Current Status: Open
 Date Opened: 5/29/08 01:30AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 5/29/08 01:30AM
 Assigned Dealer:
 Identified Dealer: Nick Alexander Imports
 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): [REDACTED]
 Chassis # (Non - US):
 Year: 2008
 Model: 750Li Sedan
 Mileage:
 Sale: 12/22/07 12:00AM
 In Service Date: 12/22/07 12:00AM
 Production Date: 10/22/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPO	3200	STEERING UNIT COMPONENTS
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

Attachments

File Name	Comments



Customer Service Request Detail # S00815003405

Activity Status:	Done	Activity Updated:	5/29/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/29/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/29/08 01:30AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028839757
Survey Type:
Dealer Code: 04942
Service Advisor SSN: 4432
Service Advisor Cust Pay Code: 365
Service Advisor First Name: CHAD
Service Advisor Last Name: HARRISON
Service Tech SSN: 9710
Service Tech Cust Pay Code: 377
Service Tech First Name: ERIC
Service Tech Last Name: OUYANG
Repair Date: 05/14/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBAFH83568L [REDACTED]
VIN 7: D [REDACTED]
Invoice Number/RO Number: 303297
Call Disposition Code: CMP
Call Date: 05/25/2008
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: 0
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HIS BMW EXPERIENCE FOR THE PAST 29 YEARS HAS BEEN FANTASTIC. THE PEOPLE AND THE SERVICE HAVE ALL BEEN GREAT. ALL HIS PREVIOUSLY OWNED BMWs AND HIS CURRENT X5 HAVE BEEN FLAWLESS. THIS VEHICLE HE HAS NOW, THE NEW 750LI, IS A BAD ONE AND HE WOULD LIKE



Customer Service Request Detail # S00815003405

Activity Status:	Done	Activity Updated:	5/30/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type: