



Customer Service Request Detail # 200734600676

Customer

Name: Ms. [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #: [REDACTED] 4
 Street Address:
 Apt/Ste:
 City/State/Zip: Dallas, TX [REDACTED]

Service Request

Service Request #: 200734600676
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 12/12/07 02:43PM
 Created By: Labatzky, Karen
 Rep Assigned: Labatzky, Karen
 Date Assigned: 12/12/07 02:43PM
 Assigned Dealer:
 Identified Dealer: Moritz BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/12/07 03:26PM
 Close Rep: Labatzky, Karen
 Issue Note: looking to find out how seat mat sensors work, is the razr 3xx compatible?

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 10/23/06 12:00AM
 In Service Date: 10/23/06 12:00AM
 Production Date: 9/12/06 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 PROTECTIO
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Telephone/Communication S	8460	BLUETOOTH TELEPHONE

Solution Notes

Solution
advised customer to work with dealer.

Attachments

File Name	Comments



Customer Service Request Detail # 200734600676

Activity Status:	Done	Activity Updated:	12/12/07 03:16PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	12/12/07 02:45PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	looking to find out how seat mat sensors work, is the razr 3xx compatible?		

Note Created: 12/12/07 02:45PM Note Created By: Labatzky, Karen Note Type: Customer Interaction

(husband called - [REDACTED]) cust. says wife puts a bottle of water on the passenger seat and the seat belt light comes on, her small, and light purse sets it off. Dealer finding nothing wrong with system. Wants to know how it works. Dealer submitted a puma case and is waiting.

Wondering if phone is compatible, ATT raxr 3xx - advised not on list.

inquired if sounded right that dealer wanted him to come in for annual oil change when he'll be needing the scheduled service in 3k and they can't just do that now since he's there.

Dealer is not close to home so car has been at the dealer for a week while they research all of this.

Note Created: 12/12/07 03:14PM Note Created By: Labatzky, Karen Note Type: Customer Interaction

suggested allowing dealer to look into his issue since we aren't a tech line. Advised it is unlikely the dealer will be able to tell him how it works other than what I can tell him - there is no weight limit, it works on a weight distribution pattern.



Customer Service Request Detail # 200736002189

Customer

Name: Dr [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED] 0
 Home #:
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Washington, DC [REDACTED]

Service Request

Service Request #: 200736002189
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/26/07 02:26PM
 Created By: Labatzky, Karen
 Rep Assigned: Labatzky, Karen
 Date Assigned: 12/26/07 02:26PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/26/07 02:28PM
 Close Rep: Labatzky, Karen
 Issue Note: Airbag and FTM light are on

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2008
 Model: X3 3.0si
 Mileage:
 Sale: 11/16/07 12:00AM
 In Service Date: 11/16/07 12:00AM
 Production Date: 10/9/07 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
Called VOB to let them know customer is on his way and they have him set up w/ Burgandy team, per Eddy.

Attachments

File Name	Comments



Customer Service Request Detail # 200736002189

Activity Status:	Done	Activity Updated:	12/26/07 02:28PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	12/26/07 02:28PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Airbag and FTM light are on		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200801700675

Customer

Name:	Mr [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	Apt 3
City/State/Zip:	Cudahy, CA [REDACTED]

Service Request

Service Request #:	200801700675
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/17/08 09:28AM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	1/17/08 09:28AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/17/08 09:33AM
Close Rep:	Hawley, Darlene
Issue Note:	Other

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	12/4/07 12:00AM
In Service Date:	12/8/06 12:00AM
Production Date:	10/17/06 12:00AM

Code Descriptions

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

Solution Notes

Solution
refer to dlr for options

Attachments

File Name	Comments



Customer Service Request Detail # 200801700675

Activity Status:	Done	Activity Updated:	4/13/08 11:59AM
Activity Type	Email - Inbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Hawley, Darlene	Email From:	[REDACTED]
Activity Created:	1/16/08 09:14PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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		From: [REDACTED] Subject: Other VIN: WBXPC93437W [REDACTED] ModelYear: 2007 MfgNme: BMW ModelNme: X3 3.0si ContactBy: Email ContactPhone: 323 663-8148 ContactTime: morning email [REDACTED] Comments: My insurance company is asking me for a proof that my new vehicle has the feature of SOS button. Is there a way that you can send me something that states this information so I can provide this to them? Please send it to me via email. Thanks a lot! [REDACTED] CustomerNo: 1958396 AccountId: 2521929 firstName: [REDACTED] lastName: [REDACTED] formid: 1001 Vins: WBANE73516CM39168_WBXPC93437W [REDACTED]
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Activity Status:	Done	Activity Updated:	4/13/08 11:59AM
Activity Type	Email - Outbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/17/08 09:28AM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Other [1-684939269]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200801700675

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the options on your 2007 BMW X3 3.0si. Congratulations on your BMW purchase. We are happy to hear you are interested in purchasing a BMW.

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

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

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 1/17/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: Other

VIN: WBXPC93437W [REDACTED]
ModelYear: 2007
MfgNme: BMW
ModelNme: X3 3.0si

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

Comments: My insurance company is asking me for a proof that my new vehicle has the feature of SOS button. Is there a way that you can send me something that states this information so I can provide this to them? Please send it to me via email. Thanks a lot!

[REDACTED]
CustomerNo: 1958396

...



Customer Service Request Detail # 200801700675

	... AccountId: 2521929 firstName: [REDACTED] lastName: [REDACTED] formId: 1001 Vins: WBANE73516CM39168_WBXPC93437W [REDACTED]
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Customer Service Request Detail # 200803203369

Customer

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

Service Request

Service Request #: 200803203369
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/1/08 04:38PM
 Created By: Bobo, DeAnne
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 2/6/08 03:35PM
 Assigned Dealer: BMW of San Francisco
 Identified Dealer: BMW of San Francisco
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/7/08 03:22PM
 Close Rep: Mazanec, Carrie
 Issue Note: Cust stts she was in an accident body shop is telling her interior damage should be covered by BMW

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage: 20,000
 Sale: 4/22/06 12:00AM
 In Service Date: 4/22/06 12:00AM
 Production Date: 3/13/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT03	PARTS WARRANTY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

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

Attachments

File Name	Comments



Customer Service Request Detail # 200803203369

Activity Status:	Done	Activity Updated:	2/1/08 04:44PM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/1/08 04:40PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Cust stts she was in an accident body shop is telling her interior damage should be covered by BMW		

Note Created: 2/1/08 04:40PM Note Created By: Bobo, DeAnne Note Type: Customer Interaction

German Motors Collision Center is telling her that side and rear airbags should not have been deployed and therefore BMW should be responsible. Cust stts it has taken two extra weeks to verify who is responsible for this damage and that rental cost should be covered under BMW. Cust can be reached @ [REDACTED]

Activity Status:	Done	Activity Updated:	2/4/08 02:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/4/08 02:24PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	writer left message for Jeff Johnston SM regarding cust issue and asked for call back.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/4/08 02:55PM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/4/08 02:54PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Jeff left message for writer advising to call mgr at German Motor Collision Center regarding cust issue b/c he is not		

Note Created: 2/4/08 02:55PM Note Created By: Bobo, DeAnne Note Type: Dealer Interaction

able to handle cust issue. Mgr name Dennis Kirkpatrick @ 415-368-1932.

Activity Status:	Done	Activity Updated:	2/4/08 03:05PM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/4/08 02:55PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Writer called collision center and spoke with mgr Dennis Kirkpatrick regarding cust claim that she was told airbag deployment damage should be covered		

Note Created: 2/4/08 02:56PM Note Created By: Bobo, DeAnne Note Type: Dealer Interaction

by BMW rather than insurance company. He put writer on hold sayng he was not at his computer. Writer disconnected after 13 minutes.



Customer Service Request Detail # 200803203369

Activity Status:	Done	Activity Updated:	2/4/08 05:32PM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/4/08 05:30PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Writer tried calling Dennis Kirpatrick back since he put writer on hold earlier and never came back. Writer left message.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/5/08 12:11PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/5/08 12:10PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	customer called for update, writer transferred to DeDe		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/5/08 12:16PM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/5/08 12:12PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Cust called in and writer advised that has tried to contact collision center as SM from BMW of San Francisco left writer message advising would have		
Note Created:	2/5/08 12:14PM	Note Created By:	Bobo, DeAnne
		Note Type: Customer Interaction	
to follow up with collision center. Cust stts that collision center is sttg that rear airbags should have deployed and therefore is a fault in the system. Writer advised will try and contact collision center again.			
Activity Status:	Done	Activity Updated:	2/5/08 06:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/5/08 06:36PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Writer left 3rd message for Dennis mgr at collision center		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/6/08 11:46AM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/6/08 11:43AM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Dennis called cust and left message advising that there was a light scratch and they are not sure why airbags deployed. Stts cust wants		
Note Created:	2/6/08 11:45AM	Note Created By:	Bobo, DeAnne
		Note Type: Dealer Interaction	



Customer Service Request Detail # 200803203369

someone from BMW to come out and inspect veh before she tells company to proceed with repair. Insurance company has offered to pay for whole repair.			
Activity Status:	Done	Activity Updated:	2/6/08 11:46AM
Activity Type	Corporate Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	2/6/08 11:46AM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Writer emailed Carrie M asking how to proceed with cust issue.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/7/08 01:53PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/7/08 01:53PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cci for dede, writer advised cust case has been escalated will relay to call her today		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/7/08 01:57PM
Activity Type	Corporate Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/7/08 01:57PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	e-mail to Carrie		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/7/08 02:45PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	2/7/08 02:45PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	cci for Bryan -- not in this office -- xfrd to Carrie Manzanec Vmail		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200804303153

Customer

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

Service Request

Service Request #: 200804303153
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/12/08 03:35PM
 Created By: Smith, Heath
 Rep Assigned: Davis, Allison
 Date Assigned: 2/22/08 09:33AM
 Assigned Dealer: Germain BMW of Naples
 Identified Dealer: Germain BMW of Naples
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/22/08 09:35AM
 Close Rep: Davis, Allison
 Issue Note: Cust stts she was in an accident today and no airbags were deployed. See notes>

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage: 11,000
 Sale: 8/23/07 12:00AM
 In Service Date: 12/31/06 12:00AM
 Production Date: 11/20/06 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. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200804303153

Activity Status:	Done	Activity Updated:	2/12/08 03:39PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	2/12/08 03:36PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cust stts she was in an accident today and no airbags were deployed. See notes>		

Note Created: 2/12/08 03:37PM Note Created By: Smith, Heath Note Type: Customer Interaction

cust stts she was hit on the left side of the veh by an out of control veh. Cust stts the driver side front and rear side were impacted and no airbags deployed. Cust stts she exited on passenger (right) side of veh. Cust stts she did not go to the hospital and currently shows no injuries. Cust stts her bmw dealer is Germaine BMW but veh was towed to Carlos Towing 239.593.0183.

Activity Status:	Done	Activity Updated:	2/13/08 12:59PM
Activity Type	Customer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	2/13/08 12:57PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	CCI and stated she was in accident and airbags didn' deploy. Cust states she wants out of veh. See SR#200804303153		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/22/08 09:34AM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/22/08 09:34AM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Cci returning rep's call. Adv would forward info and have case mngr call her back.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	2/22/08 09:35AM
Activity Type	Corporate Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/22/08 09:35AM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr sent email to Carrie Mazanec to advise of customer calling in.		

Note Created: 2/22/08 09:35AM Note Created By: Davis, Allison Note Type: Corporate Interaction



Customer Service Request Detail # 200804303153

Hi Carrie,

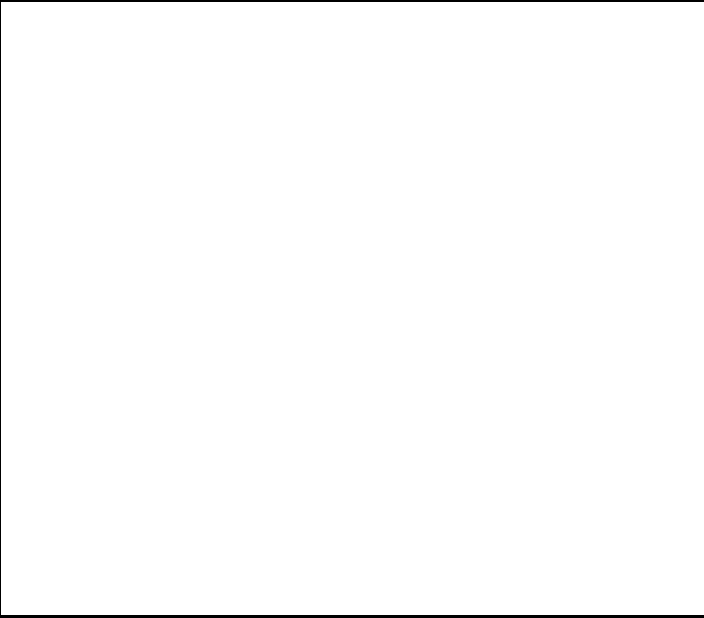
Mrs. [REDACTED] called in returning someones call from NJ, but it didnt show in the notes who she was working with for me to transfer her. She would like the representative to give her a call back at [REDACTED] when they are available.

Thank you, Have a good weekend!

Kind Regards,

Allison Davis
Customer Relations and Services
MINI Specialist

Phone Number
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]





Customer Service Request Detail # 200804602295

Customer

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

Service Request

Service Request #: 200804602295
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 2/15/08 01:56PM
 Created By: Mcgrew, Christa
 Rep Assigned: Mcgrew, Christa
 Date Assigned: 2/15/08 01:56PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/15/08 01:58PM
 Close Rep: Mcgrew, Christa
 Issue Note: Cci to see about the passenger side airbag deactivation indicator

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 1/17/06 12:00AM
 In Service Date: 1/17/06 12:00AM
 Production Date: 12/2/05 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	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
 Customer stated there was nothing in her passenger seat. wtr advsd customer reasons the light would come on. and refrd customer to dlr to make sure things were functioning properly with the airbag.

Attachments

File Name	Comments



Customer Service Request Detail # 200804602295

Activity Status:	Done	Activity Updated:	2/15/08 01:57PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	2/15/08 01:57PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci to see about the passenger side airbag deactivation indicator		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200805302218

Customer

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

Service Request

Service Request #: 200805302218
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 2/22/08 01:19PM
 Created By: Barnes, Richard
 Rep Assigned: Gammon, Jason
 Date Assigned: 2/22/08 01:26PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/22/08 01:27PM
 Close Rep: Gammon, Jason
 Issue Note: cci wanted to speak w/someone concerning her airbag,

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 8/23/07 12:00AM
 In Service Date: 12/31/06 12:00AM
 Production Date: 11/20/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL34	AIRBAG AWARENESS CAMPAIGN	GENERAL	0043	PRODUCT DESIGN-INQUIRY/COMPLAINT
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution

cci regarding spi, writer advsd NJ closing, writer offered to frwrd msg, cust became upset and rfrd to writer in derogatory terms, writer disconnected
 wrt informed cust that issue had been forwarded to corp office, cust wanted phone number, wrt informed cust number not available. cust hung up

Attachments

File Name	Comments



Customer Service Request Detail # 200805302218

Activity Status:	Done	Activity Updated:	2/22/08 01:22PM
Activity Type	Customer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	2/22/08 01:20PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	cci wanted to speak w/someone concerning her airbag,		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/22/08 01:26PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/22/08 01:26PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cci regarding spi, writer advsd NJ closing, writer offered to frwrd msg, cust became upset and rfrd to writer in derogatory terms, writer disconnected		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200805601223

Customer

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

Service Request

Service Request #:	200805601223
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/25/08 11:05AM
Created By:	Harris, Ryan
Rep Assigned:	Mazanec, Carrie
Date Assigned:	2/25/08 11:12AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/26/08 09:41AM
Close Rep:	Mazanec, Carrie
Issue Note:	Cust states his veh was hit in the side on Friday and the air bags did not go off.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	6,800
Sale:	5/5/07 12:00AM
In Service Date:	5/5/07 12:00AM
Production Date:	3/16/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	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 # 200805601223

Activity Status:	Done	Activity Updated:	2/25/08 11:10AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/25/08 11:08AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states he was struck at about 25 mph. Cust requesting a call back at work #: 847.791.5837		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200805900804

Customer

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

Service Request

Service Request #:	200805900804
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/28/08 09:52AM
Created By:	Mazanec, Carrie
Rep Assigned:	Mazanec, Carrie
Date Assigned:	2/28/08 09:52AM
Assigned Dealer:	
Identified Dealer:	BMW of San Antonio
Date Resolved:	
Resolve Rep:	
Date Closed:	2/28/08 09:54AM
Close Rep:	Mazanec, Carrie
Issue Note:	Airbag deployment

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	20,781
Sale:	7/2/07 12:00AM
In Service Date:	8/31/06 12:00AM
Production Date:	3/3/06 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. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200805900804

Activity Status:	Done	Activity Updated:	2/28/08 09:54AM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	2/28/08 09:53AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag deployment		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200806405551

Customer

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

Service Request

Service Request #: 200806405551
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 3/4/08 06:45PM
 Created By: Collins, Dan
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 3/20/08 01:06PM
 Assigned Dealer: Valley BMW
 Identified Dealer: Valley BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/21/08 11:54AM
 Close Rep: Mazanec, Carrie
 Issue Note: vehicle lunged when brake depressed, trans light on, all 8 airbags deployed

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage: 17,000
 Sale: 6/30/07 12:00AM
 In Service Date: 6/30/07 12:00AM
 Production Date: 1/22/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
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.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200806405551

Activity Status:	Done	Activity Updated:	3/4/08 07:02PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/4/08 06:48PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	vehicle lunged when brake depressed, trans light on, all 8 airbags deployed		

Note Created: 3/4/08 06:48PM Note Created By: Collins, Dan Note Type: Customer Interaction

Company vehicle, [REDACTED] is primary driver. wrtr spoke with Lori Bambacigno, contact, who stts vehicle was involved in accident after transmission lunged and brakes failed to stop vehicle. Lori stts incident first occurred Oct/Nov 07 when brakes were applied, vehicle lunged and transmission light went on. Lori stts Ms. [REDACTED] took vehicle to Valley BMW in Modesto who told her to bring it back if issue happened again. Lori stts this past Saturday, March 1st, Ms. [REDACTED] was driving slowly through a parking lot and pulled up to an ATM, when Ms. [REDACTED] attempted to stop, transmission lunged again and vehicle hit concrete barrier, and all 8 airbags deployed. Lori stts Ms. [REDACTED] was in a busy parking lot and driving at a slow speed. Lori stts there were no injuries, but does not feel this should have happened.

Lori stts vehicle currentlv at Cruz Lucas body & repair, contact there is Ernie at [REDACTED] work.

Lori stts Modesto Police were called and incident number is 08-18539, Officer Randy Elizondo, contact number 209-342-9100 x24324.

Lori stts Travelers Insurance has opened an investigation, and the claim number is ADG4029, contact is Greg Kuntz at 916-638-6682.

Lori stts the body shop has been told not to work on vehicle until investigation is done.

Lori can be reached directly at the office at 209-524-9681 between 8-430 pacific time.

Activity Status:	Done	Activity Updated:	3/6/08 08:59AM
Activity Type	Escalate to Core	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	3/4/08 07:02PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	escalation to Carrie M.		

Note Created: 3/4/08 07:02PM Note Created By: Collins, Dan Note Type: Escalate to Core



Customer Service Request Detail # 200806405551

Driver: Ms. [REDACTED]
 Primary Contact: Ms. Lori Bambacigno (209) 524-9681
 SR: 200806405551
 VIN: WBXPC93477W [REDACTED] 2007 X3
 Mileage: 17,000
 Selling dealer: Valley BMW
 Servicing Dealer: Valley BMW
 In Service Date: 6/30/2007

Company vehicle, [REDACTED] is primary driver. Wrtr spoke with Lori Bambacigno, contact, who stts vehicle was involved in accident after transmission lunged and brakes failed to stop vehicle. Lori stts incident first occurred Oct/Nov 07 when brakes were applied, vehicle lunged and transmission light went on. Lori stts Ms [REDACTED] took vehicle to Valley BMW in Modesto who told her to bring it back if issue happened again. Lori stts this past Saturday, March 1st, Ms. Trull was driving slowly through a parking lot and pulled up to an ATM, when Ms. Trull attempted to stop, transmission lunged again and vehicle hit concrete barrier, and all 8 airbags deployed. Lori stts Ms [REDACTED] was in a busy parking lot and driving at a slow speed. Lori stts there were no injuries, but does not feel this should have happened.

Lori stts vehicle currentlv at Cruz Lucas body & repair, contact there is Ernie a [REDACTED] work. Lori stts Modesto Police were called and incident number is 08-18539, Officer Randy Elizondo, contact number 209-342-9100 x24324. Lori stts Travelers Insurance has opened an investigation, and the claim number is ADG4029, contact is Greg Kuntz at 916-638-6682. Lori stts the body shop has been told not t

Activity Status:	Done	Activity Updated:	3/6/08 08:59AM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	3/4/08 07:36PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 3/4/08 07:36PM Note Created By: NET, DCS Note Type: Dealer Interaction

Viewed Service Request information: Dealer 21616 on Tue Mar 04 19:36:56 EST 2008

Activity Status:	Done	Activity Updated:	3/5/08 06:17PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	3/5/08 06:17PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci adv insurance has approved repairs and wants to start, writer adv someone would be in contact to discuss within 24 hrs		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200806405551

Activity Status:	Done	Activity Updated:	3/20/08 01:05PM
Activity Type	Corporate Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	3/20/08 01:04PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	Greg from Travelers Insurance called regarding case. Writer emailed Carrie Greg's contact info to follow up.		
Note Created: 3/20/08 01:05PM		Note Created By: Daniels, Dominic	Note Type: Corporate Interaction
Greg phone number is 916-638-6682			



Customer Service Request Detail # 200807100856

Customer

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

Service Request

Service Request #:	200807100856
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/11/08 10:17AM
Created By:	Fronckel, Eric
Rep Assigned:	Fronckel, Eric
Date Assigned:	3/11/08 10:17AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/11/08 10:19AM
Close Rep:	Fronckel, Eric
Issue Note:	cci, adv. radio not working, wanted to know if any "quick fixes."

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	X3 3.0si
Mileage:	
Sale:	1/15/08 12:00AM
In Service Date:	1/15/08 12:00AM
Production Date:	11/26/07 12:00AM

Code Descriptions

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

Solution Notes

Solution
Adv. cust if radio will not turn on at all, not sure what might be wrong, referred to dlr for svc.

Attachments

File Name	Comments



Customer Service Request Detail # 200807100856

Activity Status:	Done	Activity Updated:	3/11/08 10:18AM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	3/11/08 10:18AM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	cci, adv. radio not working, wanted to know if any "quick fixes."		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200807200664

Customer

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

Service Request

Service Request #:	200807200664
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	3/12/08 09:59AM
Created By:	Wood, Amber
Rep Assigned:	Dickerson, Micah
Date Assigned:	3/28/08 02:23PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/28/08 02:24PM
Close Rep:	Dickerson, Micah
Issue Note:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	X3 3.0si
Mileage:	
Sale:	1/29/08 12:00AM
In Service Date:	1/29/08 12:00AM
Production Date:	10/29/07 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
requested further information. received thank you. CCI with same airbag sensor questions. Writer advsd cust. to contact SM at dlr.

Attachments

File Name	Comments



Customer Service Request Detail # 200807200664

Activity Status:	Done	Activity Updated:	3/12/08 10:19AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	[REDACTED]
Activity Created:	3/11/08 06:17PM	Email To:	CustomerRelations@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716		

Note Created:	Note Created By:	Note Type:
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Hi Steven,

I appreciate the offer to help. To simplify the issue I'll use the copy/paste functions. The root of the problem is I am unable to lay down even my briefcase on the passenger seat of my 2008 X3 without the seatbelt alert going off. I do have an issue where I might need to put items on the seat that are heavier, however, right now that's not the issue and I don't need to go there right now. However, right now no solution is even being offered to correct the manufacturers' specs. Here are some exchanges.

From: [REDACTED]
Sent: Tuesday, March 04, 2008 8:32 AM
To: [REDACTED]
Subject: re: air questions

Dean, my apologies in getting back to your questions has taken so long and dragged out. I haven been in and out of work the 1st week and ahlf with the flu. It really wore me down. That being said here is what I researched and found out.

11 lbs in the passenger seat with out the seatbelt clicked in will cause the beeping alerting the driver in the car that the passenger seatbelt is not inserted in the receptacle. BMW has designed this as a safety pre measure.

I have contacted my service manger to help me get you in touch with the correct contact as you requested, I expect to have that information back today, and I will email you it.

Talk soon

cb

Christopher Blaszczak
BMW Of Peabody
221 Andover st
Peabody Ma 01960
cblaszczak@bmwpeabody.com
978 573 ...



Customer Service Request Detail # 200807200664

... 5600 w
978 538 9911 f
www.bmwpeabody.com

MY REPLY WAS:

From: [REDACTED]
Sent: Tuesday, March 04, 2008 6:00 PM
To: Chris Blaszak
Subject: RE: re all questions

OK Chris, thanks.

I just confirmed the weight of my briefcase on a house scale; a digital one that is sensitive. It's not a hard leather, heavy brief case, it's a soft portfolio type. It weighs UNDER FOUR POUNDS, 3.8 lbs to be exact. This is telling me, that by your own service department's admission, something is wrong. You're saying 11 pounds, my seat belt alert is going off at under 4 pounds.

In addition, I've been doing some experiments. The briefcase does not always make the alarm go off. I just checked it on the way home and over this weekend, and when I stood it up vertical on the seat, in one corner, it triggered the alarm. When I laid it flat, no alarm came on. Putting it vertical on the other side, did not trigger an alarm. So, OBVIOUSLY THIS IS MORE THAN A WEIGHT ISSUE.

I then told the sales rep that I needed to escalate and to please get me a name, which he indicated above he would ask. The last reply when I mentioned I would need to escalate on my own was his reply to go ahead. Not sure if this is the sales rep, or the service department, or the management. What I do know is this needs to be addressed and it's not being addressed going to the sales rep who told my wife and I when we just recently purchased two new BMW's that everything can go through him, including service issues.

This is really quite a surprise, I have never received this kind of service in 22 years and never had to write to BMW. Right now, this is a refusal of service to specs, 11lbs vs. 3.8 lbs making the alarm ...



Customer Service Request Detail # 200807200664

... go off.

I can discuss this in more detail if you like, I can be reached at my office days: [REDACTED]. Thank you for any help.

Regards,

[REDACTED]

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

From: CustomerService@bmwusa.com
[mailto:CustomerService@bmwusa.com]
Sent: Tuesday, March 11, 2008 3:07 PM

To: [REDACTED]
Subject: RE: Request for license plate number for your account
4000940050 -
2007/BMW/328xi Sedan SULEV [1-716420771]

Dear Mr. [REDACTED]:

Thank you for contacting BMW Financial Services regarding your license plate number. We have gladly updated our records.

We are very sorry to hear of the customer service issue that you have experienced, and we would be happy to help. So that we may better assist you, please specify the nature of the issue that you have experienced. Upon receiving your reply, we will gladly ensure that your concerns are appropriately addressed.

We thank you for choosing BMW Financial Services, Mr. Poulos, and we look forward to receiving your reply. If you have any further questions, please respond to this e-mail or contact the Customer Service Department at 1-800-578-5000, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,

Steven Sirk
Customer Service Specialist

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

From: [REDACTED]
Sent: 3/11/2008 12:00:00 AM
To: CustomerService@bmwusa.com
Subject: Request for license plate number for your ...



Customer Service Request Detail # 200807200664

... account 4000940050 -
2007/BMW/328xi Sedan SULEV

Hello,

My plate is: [REDACTED]

I wonder if you might be able to guide me to the right person to write to.

I'm having major customer service issue with the new 2008 X3 I just leased.

Im a 22 year BMW customer and I did business with a new dealer this time and

cannot get any help from them. I need to escalate the issue and the only contact I have is a Executive GM out of IL. Would you be able to make a suggestion, so I do not need to go to an executive to get my problem solved?

Thank you.

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

From: CustomerCare@bmwusa.com

[mailto:CustomerCare@bmwusa.com]

Sent: Tuesday, March 11, 2008 1:44 AM

To: [REDACTED]

Subject: Request for license plate number for your account 4000940050 -
2007/BMW/328xi Sedan SULEV

Dear Mr [REDACTED]:

Our records indicate that we do not have a license plate number on file for you. We are writing to obtain this information so that we may better service your needs.

As the registered owner of the vehicle, we often receive correspondence from the Department of Motor Vehicles and other jurisdictions referencing a plate number. Without a license plate number on file for your referenced account, we are unable to forward valuable information to you.

Please use the most convenient option below to notify us of your license plate number:

* Reply to this email with your license plate number

* Leave a voice message referencing your 10-digit account number and license

plate number at [REDACTED]

* Fax your license plate number along with your account number to [REDACTED]

Mail your license plate number along with your account number to:

BMW Group Financial Services

Attn: Billing Services/Plates

5550 Britton Parkway

Hilliard OH 43026-7456

We are committed to providing you with the highest level of ...



Customer Service Request Detail # 200807200664

... service and thank you for your prompt response. If you have any questions or concerns, please contact a Billing Specialist by replying to this email.

BMW Group Financial Services
Billing Services Team
5550 Britton Parkway
Hilliard, Ohio 43026-7456
USA
Tel: (877) 322-6526
Fax: (614) 789-2641
<http://www.bmwusa.com>

Activity Status:	Done	Activity Updated:	3/12/08 10:19AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/12/08 09:59AM	Email To:	[REDACTED]
Activity Created By:	Wood, Amber		
Activity Description:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716 [1-716421550]		

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

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW X3. I was sorry to read of the issue you are experiencing with the air bag sensor.

Have you spoken directly with the Service Manager at Peabody? The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns.

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: 3/12/2008 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716



Customer Service Request Detail # 200807200664

Activity Status:	Done	Activity Updated:	3/13/08 09:10AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	[REDACTED]
Activity Created:	3/12/08 09:04PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716		

Note Created:	Note Created By:	Note Type:
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Amber,

Thanks for the reply. I have not spoken to the service manager directly, because the sales rep indicated to me that he did speak to them and this is what he was told. I did ask if I should contact service directly and asked for a contact name. I was not given one and when I indicated I would escalate to BMW NA he suggested I go ahead.

So, I simply thought it would be best to just send the inquiry along to you, it was a coincidence that I had just received the license plate request at the time I was about to write my letter. So, I thought I'd give it a try.

If this is not the best way, I can try escalating, but again, I was trying to avoid going to a GM. The only person I know, aside from C-level executives at BMW in New Jersey is:

BMW of North America, LLC
Wayne Orchowski, General Manager
498 E. Commerce Dr.
Schaumburg, IL 60193

I have his e-mail and phone, but I was just trying to avoid that. Let me know if you can intercede on my behalf, if not, I don't mind composing a letter and escalating if necessary. I'm simply very surprised as a 22 year BMW owner that I'm receiving this kind of treatment after just leasing two new vehicles. Thank you.

-----Original Message-----
From: CustomerRelations@bmwusa.com
[mailto:CustomerRelations@bmwusa.com]
Sent: Wednesday, March 12, 2008 10:19 AM
To: [REDACTED]
Subject: RE: Request for license plate number for your account
4000940050 -
2007/BMW/328xi Sedan SULEV [1-716 [1-716421550]

Dear Mr [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW X3. I was sorry to read of the issue you are experiencing with the air bag sensor.

Have you spoken directly with the Service Manager at Peabody? The service manager at your BMW center has access to BMW engineering ...



Customer Service Request Detail # 200807200664

... and regional representatives who are in the best position to review your vehicle and discuss your concerns.

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: 3/12/2008 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716

Activity Status:	Done	Activity Updated:	3/13/08 09:10AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wood, Amber	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/13/08 09:08AM	Email To:	[REDACTED]
Activity Created By:	Wood, Amber		
Activity Description:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716 [1-717154690]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200807200664

Dear Mr. [REDACTED]

Thank you for your response. I am happy to intervene in the situation. We always inquire if the Service Manager has been directly involved, as it cuts down on confusion. I will contact the center today and will follow up via e-mail once I have some further information.

Should you need to contact me in the mean time, you may either respond to this e-mail or call me directly at 800-831-1117 ext. 7635.

Sincerely,

Amber Wood
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/13/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716

Amber,

Thanks for the reply. I have not spoken to the service manager directly, because the sales rep indicated to me that he did speak to them and this is what he was told. I did ask if I should contact service directly and asked for a contact name. I was not given one and when I indicated I would escalate to BMW NA he suggested I go ahead.

So, I simply thought it would be best to just send the inquiry along to you, it was a coincidence that I had just received the license plate request at the time I was about to write my letter. So, I thought I'd give it a try.

If this is not the best way, I can try escalating, but again, I was trying to avoid going to a GM. The only person I know, aside from C-level executives at BMW in New Jersey is:

BMW of North America, LLC
Wayne Orchowski, General Manager
498 E. Commerce Dr.
Schaumburg, IL 60193

I have his e-mail and phone, but I was just trying to avoid that. Let me know if you can intercede on my behalf, if not, I don't mind composing a letter and escalating if necessary. I'm simply very surprised as a 22 year BMW owner that I'm receiving this kind of treatment after just leasing two new vehicles. Thank you.

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

From: CustomerRelations@bmwusa.com
[mailto:CustomerRelations@bmwusa.com]
Sent: Wednesday, March 12, 2008 ...



Customer Service Request Detail # 200807200664

... 10:19 AM
To: [REDACTED]
Subject: RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716 [1-716421550]

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW X3. I was sorry to read of the issue you are experiencing with the air bag sensor.

Have you spoken directly with the Service Manager at Peabody? The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns.

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: 3/12/2008 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716

Activity Status:	Done	Activity Updated:	3/14/08 09:32AM
Activity Type	Email - Inbound	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	[REDACTED]
Activity Created:	3/13/08 06:20PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Request for license plate number for your account 4000940050 - 2007/BMW/328xi Sedan SULEV [1-716		

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



Customer Service Request Detail # 200807200664

Thank you.

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

From: CustomerRelations@bmwusa.com
[mailto:CustomerRelations@bmwusa.com]
Sent: Thursday, March 13, 2008 9:10 AM
To: [REDACTED]

Subject: RE: Request for license plate number for your account
4000940050 -
2007/BMW/328xi Sedan SULEV [1-716 [1-717154690]

Dear Mr. [REDACTED]

Thank you for your response. I am happy to intervene in the situation. We always inquire if the Service Manager has been directly involved, as it cuts down on confusion. I will contact the center today and will follow up via e-mail once I have some further information.

Should you need to contact me in the mean time, you may either respond to this e-mail or call me directly at 800-831-1117 ext. 7635.

Sincerely,

Amber Wood
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/13/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Request for license plate number for your account 4000940050 -
2007/BMW/328xi Sedan SULEV [1-716

Amber,

Thanks for the reply. I have not spoken to the service manager directly, because the sales rep indicated to me that he did speak to them and this is what he was told. I did ask if I should contact service directly and asked for a contact name. I was not given one and when I indicated I would escalate to BMW NA he suggested I go ahead.

So, I simply thought it would be best to just send the inquiry along to you, it was a coincidence that I had just received the license plate request at the time I was about to write my letter. So, I thought I'd give it a try.

If this is not the best way, I can try escalating, but again, I was trying to avoid going to a GM. The only person I know, aside from C-level executives at BMW in New Jersey is:

BMW of North ...



Customer Service Request Detail # 200807200664

... America, LLC
Wayne Orchowski, General Manager
498 E. Commerce Dr.
Schaumburg, IL 60193

I have his e-mail and phone, but I was just trying to avoid that. Let me know if you can intercede on my behalf, if not, I don't mind composing a letter and escalating if necessary. I'm simply very surprised as a 22 year BMW owner that I'm receiving this kind of treatment after just leasing two new vehicles. Thank you.

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

From: CustomerRelations@bmwusa.com
[mailto:CustomerRelations@bmwusa.com]
Sent: Wednesday, March 12, 2008 10:19 AM
To: [REDACTED]
Subject: RE: Request for license plate number for your account
4000940050 -
2007/BMW/328xi Sedan SULEV [1-716 [1-716421550]

Dear Mr [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW X3. I was sorry to read of the issue you are experiencing with the air bag sensor.

Have you spoken directly with the Service Manager at Peabody? The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns.

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: 3/12/2008 12:00:00 AM
To: CustomerRelations@bmwusa.com
Subject: Request for license plate number for your account 4000940050 -
2007/BMW/328xi Sedan ...



Customer Service Request Detail # 200807200664

		... SULEV [1-716]	
Activity Status:	Done	Activity Updated:	3/28/08 02:23PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	3/28/08 02:23PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	CCI with same airbag sensor questions. Writer advsd cust. to contact SM at dlr.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200807303932

Customer

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

Service Request

Service Request #: 200807303932
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 3/13/08 06:19PM
 Created By: Labatzky, Karen
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 3/13/08 06:46PM
 Assigned Dealer:
 Identified Dealer: BMW Gallery
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/17/08 11:56AM
 Close Rep: Mazanec, Carrie
 Issue Note: Airbag issue

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage: 22,000
 Sale: 4/22/06 12:00AM
 In Service Date: 4/22/06 12:00AM
 Production Date: 3/9/06 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
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200807303932

Activity Status:	Done	Activity Updated:	3/13/08 06:46PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/13/08 06:19PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Airbag issue		

Note Created: 3/13/08 06:19PM Note Created By: Labatzky, Karen Note Type: Customer Interaction

Customer states she was at fault during a low speed accident. It was on the off ramp of a freeway during rush hour. She states her front end toward driver's side hit the other car about midway on the driver's side.

Her vehicle has very little damage, except the driver's front and side airbags deployed, as well as both rear side airbags. There was no one but herself in the vehicle. The other vehicle has little to no damage at all.

Customer states that she had a difficult experience working with BMWRA. They were unable to get a tow truck out to her quickly enough and had to contact the police for the tow (since in the middle of an off ramp during rush hour). She paid for that tow. Then, BMW Gallery of Norwood used their own tow to get to their collision shop. She has two tow bills. She said that she doesn't have the receipt since BMW Gallery paid for the tow and told her that they would include it in with the overall bill.

Advised her we may be able to get the tow reimbursed under BMWRA. She'll fax me the receipts when she gets ahold of them.

Her insurance adjuster came to look at the car last Friday and determined that there was a total of about \$600 of body damage but all the airbags bring the total to over \$4000. The customer states that the adjuster feels that there was a defect and the airbags should not have deployed.

Customer states her insurance adjuster has been trying to get through to BMWNA but has been unsuccessful. She states she also has been i

Activity Status:	Done	Activity Updated:	3/13/08 06:46PM
Activity Type	Corporate Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/13/08 06:45PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	e-mail to Carrie M. for possible SPI		

Note Created: 3/13/08 06:46PM Note Created By: Labatzky, Karen Note Type: Corporate Interaction



Customer Service Request Detail # 200807303932

From: Labatzky Karen, SF4-O-13
Sent: Thursday, March 13, 2008 6:46 PM
To: Mazanec Carrie, V4-US-A-50
Subject: Possible SPI? 200807303932

200807303932. Somewhat detailed, please see the notes. Apparently the insurance company is investigating airbag deployment that shouldn't have happened and no one is responding to them.

Kind Regards,

Karen Labatzky
Customer Relations and Services
Representative

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



Customer Service Request Detail # 200809802820

Customer

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

Service Request

Service Request #:	200809802820
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	4/7/08 02:42PM
Created By:	Hanson, Jay
Rep Assigned:	Hanson, Jay
Date Assigned:	4/7/08 02:42PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/7/08 02:48PM
Close Rep:	Hanson, Jay
Issue Note:	Customer questions why airbag did not deploy

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	2/19/07 12:00AM
In Service Date:	2/19/07 12:00AM
Production Date:	11/10/06 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. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200809802820

Activity Status:	Done	Activity Updated:	4/7/08 02:48PM
Activity Type	Field Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	4/7/08 02:44PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Customer questions why airbag did not deploy		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200813704333

Customer

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

Service Request

Service Request #:	200813704333
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/16/08 06:07PM
Created By:	Cavin, Doug
Rep Assigned:	Cavin, Doug
Date Assigned:	5/16/08 06:07PM
Assigned Dealer:	
Identified Dealer:	Joe Machens BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/16/08 06:08PM
Close Rep:	Cavin, Doug
Issue Note:	AIRBAG DEACT-wrtr adv. cust on mat sensor and process for perm. deact. of airbag also.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	19,782
Sale:	2/29/08 12:00AM
In Service Date:	8/27/07 12:00AM
Production Date:	6/22/07 12:00AM

Code Descriptions

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

Solution Notes

Solution
AIRBAG DEACT-wrtr adv. cust on mat sensor and process for perm. deact. of airbag also.

Attachments

File Name	Comments



Customer Service Request Detail # 200813704333

Activity Status:	Done	Activity Updated:	5/16/08 06:07PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	5/16/08 06:07PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	AIRBAG DEACT-wrtr adv. cust on mat sensor and process for perm. deact. of airbag also.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200814101543

Customer

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

Service Request

Service Request #:	200814101543
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/20/08 12:14PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	5/20/08 12:14PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/20/08 12:15PM
Close Rep:	Coil, Jarrod
Issue Note:	cci seeking info on AUX input

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	X3 3.0si
Mileage:	
Sale:	3/20/08 12:00AM
In Service Date:	3/20/08 12:00AM
Production Date:	2/19/08 12:00AM

Code Descriptions

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

Solution Notes

Solution
adv on aux input

Attachments

File Name	Comments



Customer Service Request Detail # 200814101543

Activity Status:	Done	Activity Updated:	5/20/08 12:15PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/20/08 12:15PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking info on AUX input		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200814404672

Customer

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

Service Request

Service Request #:	200814404672
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	5/23/08 07:27PM
Created By:	Phommaseng, Dee
Rep Assigned:	Phommaseng, Dee
Date Assigned:	5/23/08 07:27PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/28/08 07:37PM
Close Rep:	Phommaseng, Dee
Issue Note:	cci complaint issues w/alarm not turning off-3 clicks sound before alarm turns off

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	
Sale:	4/27/06 12:00AM
In Service Date:	4/27/06 12:00AM
Production Date:	3/27/06 12:00AM

Code Descriptions

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

Solution Notes

Solution
cust stts will call dlr to schedule appt to look over veh issues.

Attachments

File Name	Comments



Customer Service Request Detail # 200814404672

Activity Status:	Done	Activity Updated:	5/23/08 07:33PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/23/08 07:30PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	cci complaint issues w/alarm not turning off-3 clicks sound before alarm turns off. cust was able to finally get alarm to turn off. call lost.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/23/08 07:33PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/23/08 07:32PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	lvm for cust [REDACTED] to adv tke veh to bmw dlr to chk systm or key battery? not able to diagnose issue over phone.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/28/08 07:37PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	5/28/08 07:35PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	call to cust [REDACTED]: cust stts will schedule appt at dlr & will bring both keys to chk in case if it is an issue w/keys, also will hav dlr chk		

Note Created: 5/28/08 07:36PM	Note Created By: Phommaseng, Dee	Note Type: Customer Interaction
noises coming frm veh during same appt.		



Customer Service Request Detail # 200814804055

Customer

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

Service Request

Service Request #:	200814804055
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/27/08 04:45PM
Created By:	Kuchta, Scott
Rep Assigned:	Kuchta, Scott
Date Assigned:	5/27/08 04:45PM
Assigned Dealer:	
Identified Dealer:	BMW of Austin
Date Resolved:	
Resolve Rep:	
Date Closed:	5/27/08 04:50PM
Close Rep:	Kuchta, Scott
Issue Note:	SPI - non-deploy question - see prior SR

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	2/19/07 12:00AM
In Service Date:	2/19/07 12:00AM
Production Date:	11/10/06 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
Sent Lifestyles Gift Cert in light of customer loyalty. See SPI for details of incident.

Attachments

File Name	Comments



Customer Service Request Detail # 200814804055

Activity Status:	Done	Activity Updated:	5/27/08 04:49PM
Activity Type	Customer Interaction	Activity Updated By:	Kuchta, Scott
Activity Assigned To:	Kuchta, Scott	Email From:	
Activity Created:	5/27/08 04:45PM	Email To:	
Activity Created By:	Kuchta, Scott		
Activity Description:	SPI - non-deploy question - see prior SR		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/27/08 04:49PM
Activity Type	eGift Certificate	Activity Updated By:	Kuchta, Scott
Activity Assigned To:	Kuchta, Scott	Email From:	
Activity Created:	5/27/08 04:49PM	Email To:	
Activity Created By:	Kuchta, Scott		
Activity Description:	sent gift cert in light of customer loyalty		

Note Created: 5/27/08 04:49PM	Note Created By: Kuchta, Scott	Note Type: eGift Certificate
-------------------------------	--------------------------------	------------------------------

ID	DATE	eGIFT NAME	EMAIL	AMOUNT	SUS
STATUS: Certificate successfully issued to [REDACTED] at [REDACTED]					
	5/27/2008	3763ujo	[REDACTED]	\$200.00	NO



Customer Service Request Detail # S00734401479

Customer

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

Service Request

Service Request #:	S00734401479
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/10/07 12:55AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/10/07 12:55AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/24/07 03:09AM
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):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	
Sale:	5/1/06 12:00AM
In Service Date:	5/1/06 12:00AM
Production Date:	3/29/06 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

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00734401479

Activity Status:	Done	Activity Updated:	12/10/07 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/10/07 12:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/10/07 12:55AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026638086
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 3407
Service Advisor Cust Pay Code: 3407
Service Advisor First Name: Thomas
Service Advisor Last Name: Chang
Service Tech SSN: 3804
Service Tech Cust Pay Code: 3804
Service Tech First Name: Howard
Service Tech Last Name: Theall
Repair Date: 11/27/2007
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPA93406W [REDACTED]
VIN 7: WG81822
Invoice Number/RO Number: 36713
Call Disposition Code: CMP
Call Date: 12/06/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED SHE WAS IN THREE TIMES FOR THE LEFT FRONT SPEAKER WHICH NOW EVEN AFTER BEING REPLACED, STILL DOES NOT WORK.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...



Customer Service Request Detail # S00734401479

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	12/12/07 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/12/07 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/24/07 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/24/07 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00734602798

Customer

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

Service Request

Service Request #: S00734602798
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/12/07 01:15AM
 Created By: ISKY, AAARA
 Rep Assigned: Fitzgibbons, Jeff
 Date Assigned: 12/12/07 04:43PM
 Assigned Dealer:
 Identified Dealer: BMW of Austin
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/12/07 04:44PM
 Close Rep: Fitzgibbons, Jeff
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 9/20/07 12:00AM
 In Service Date: 8/29/07 12:00AM
 Production Date: 7/10/07 12:00AM

Code Descriptions

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

Solution Notes

Solution
Apologized for experience and documented case.

Attachments

File Name	Comments



Customer Service Request Detail # S00734602798

Activity Status:	Done	Activity Updated:	12/12/07 01:15AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/12/07 01:15AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/12/07 01:15AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026676339
Survey Type: Phone
Dealer Code: 26167
Service Advisor SSN: 1263
Service Advisor Cust Pay Code: 286
Service Advisor First Name: PENNY
Service Advisor Last Name: BOOS
Service Tech SSN: 0082
Service Tech Cust Pay Code:
Service Tech First Name:
Service Tech Last Name:
Repair Date: 11/28/2007
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC934X7V [REDACTED]
VIN 7: WJ00769
Invoice Number/RO Number: 142225
Call Disposition Code: TPI
Call Date: 12/06/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 25
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: TPI NAME: [REDACTED] CUSTOMER
STATED THAT SHE HAS BEEN BACK THREE TIMES FOR THE SAME
PROBLEMS. SHE SAID THEY DID NOT FIND THE PROBLEM.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...



Customer Service Request Detail # S00734602798

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	12/12/07 04:43PM
Activity Type	Initial Customer Contact	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/12/07 04:42PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	Discussed survey feedback.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00734703759

Customer

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

Service Request

Service Request #: S00734703759
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/13/07 01:14AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/13/07 01:14AM
 Assigned Dealer:
 Identified Dealer: New Country Motor Cars, Inc.
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/4/08 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): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 7/29/06 12:00AM
 In Service Date: 7/29/06 12:00AM
 Production Date: 6/27/06 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 # S00734703759

Activity Status:	Done	Activity Updated:	12/13/07 01:14AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/13/07 01:14AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/13/07 01:14AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026721134
Survey Type: Phone
Dealer Code: 20173
Service Advisor SSN: 1550
Service Advisor Cust Pay Code: 5
Service Advisor First Name: Corrado
Service Advisor Last Name: Scata
Service Tech SSN: 6202
Service Tech Cust Pay Code: 188
Service Tech First Name: Xavier
Service Tech Last Name: Mclean
Repair Date: 11/27/2007
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: WBXPA93446W [REDACTED]
VIN 7: WG89406
Invoice Number/RO Number: 105855
Call Disposition Code: TPI
Call Date: 12/07/2007
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: 75
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: TPI NAME: [REDACTED] CUSTOMER
WOULD LIKE A CONTACT FROM BMW REGARDING
REIMBURSEMENT FOR THE STEREO SERVICE. CUSTOMER
STATED HE JAMMED THE CD PLAYER WITH TWO DISCS AND
CENTER SAID THE ONLY THING THEY COULD DO WOULD BE TO
REPLACE THE STEREO FOR NINE HUNDRED DOLLARS



Customer Service Request Detail # S00734703759

Activity Status:	Done	Activity Updated:	12/14/07 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/14/07 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/4/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00734903621

Customer

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

Service Request

Service Request #:	S00734903621
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/15/07 01:16AM
Created By:	ISKY, AAARA
Rep Assigned:	Gammon, Jason
Date Assigned:	12/18/07 01:40PM
Assigned Dealer:	
Identified Dealer:	Towne BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/18/07 01:40PM
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):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	10/24/07 12:00AM
In Service Date:	10/24/07 12:00AM
Production Date:	6/22/07 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
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

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

Attachments

File Name	Comments



Customer Service Request Detail # S00734903621

Activity Status:	Done	Activity Updated:	12/15/07 01:16AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/15/07 01:16AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/15/07 01:16AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey
 iSky Survey Id: 055026760183
 Survey Type: Phone
 Dealer Code: 66730
 Service Advisor SSN: 3425
 Service Advisor Cust Pay Code: 3425
 Service Advisor First Name: TOM
 Service Advisor Last Name: BALKO
 Service Tech SSN: 7323
 Service Tech Cust Pay Code: 7323
 Service Tech First Name: KEITH
 Service Tech Last Name: VERGIEN
 Repair Date: 12/06/2007
 Customer Salutation: Mr.
 Customer First Name: [REDACTED]
 Customer Middle Name: L
 Customer Suffix:
 Customer AM Phone: [REDACTED]
 VIN 17: WBXPC93437V [REDACTED]
 VIN 7: WF28556
 Invoice Number/RO Number: 111656
 Call Disposition Code: CMP
 Call Date: 12/10/2007
 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: 25
 Q4 Explanation of work performed
 Unadjusted Q4 Score: 25
 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 IS ONLY A MONTH FROM THE SALES DEPT. HE HAD A SENSOR COMING ON. HE HAD DIFFICULTY STARTING THE VEHICLE. THE SERVICE DEPT IGNORED HIS CONCERN ABOUT THE ENGINE STARTING. AFTER A LONG TIME THEY ADVISED HE NEEDED A NEW SENSOR. IT

[REDACTED]



Customer Service Request Detail # S00734903621

Activity Status:	Done	Activity Updated:	12/18/07 01:40PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	12/18/07 01:40PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Dialer Pop		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00735303167

Customer

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

Service Request

Service Request #: S00735303167
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/19/07 06:24AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/19/07 06:24AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/4/08 03:04AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 5/11/07 12:00AM
 In Service Date: 5/11/07 12:00AM
 Production Date: 1/17/07 12:00AM

Code Descriptions

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

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735303167

Activity Status:	Done	Activity Updated:	12/19/07 06:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/19/07 06:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/19/07 06:24AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026528490
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 4571
Service Advisor Cust Pay Code: 114
Service Advisor First Name: DANIEL
Service Advisor Last Name: STEGALL
Service Tech SSN: 5625
Service Tech Cust Pay Code: 232
Service Tech First Name: RON
Service Tech Last Name: PASSAUER
Repair Date: 11/19/2007
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: WBXPC93477W [REDACTED]
VIN 7: WF13106
Invoice Number/RO Number: 005867
Call Disposition Code: CMP
Call Date: 12/13/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW
NA SO HE CAN REACTIVATE HIS BMW ASSISTANCE ON HIS 325I.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a Answer:
Unadjusted Q6a ...



Customer Service Request Detail # S00735303167

... Answer:		...	
Activity Status:	Done	Activity Updated:	12/24/07 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/24/07 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00735304758

Customer

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

Service Request

Service Request #: S00735304758
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/19/07 07:00AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/19/07 07:00AM
 Assigned Dealer:
 Identified Dealer: Holtz House of Vehicles, Inc.
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/4/08 03:21AM
 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): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 3/13/06 12:00AM
 In Service Date: 3/13/06 12:00AM
 Production Date: 2/9/06 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	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735304758

Activity Status:	Done	Activity Updated:	12/19/07 07:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/19/07 07:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/19/07 07:00AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey
iSky Survey Id: 055026797144
Survey Type: Phone
Dealer Code: 36841
Service Advisor SSN: 9704
Service Advisor Cust Pay Code:
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN: 6167
Service Tech Cust Pay Code: 340
Service Tech First Name: ANDREW
Service Tech Last Name: CITTADINO
Repair Date: 12/04/2007
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: WBXPA93486W [REDACTED]
VIN 7: WA32446
Invoice Number/RO Number: 685860
Call Disposition Code: CMP
Call Date: 12/14/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 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 HAD HIS TIRES
BALANCED AND ROTATED, BUT THEY DIDN'T CHECK THE TIRE
PRESSURE SO IT WAS OFF. HE SAID HE WOULD LIKE A CALL FROM
BMW.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a ...



Customer Service Request Detail # S00735304758

... Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer		...	
Activity Status:	Done	Activity Updated:	1/4/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 03:21AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:21AM	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 # S00736005391

Customer

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

Service Request

Service Request #:	S00736005391
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/26/07 01:47AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/26/07 01:47AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/14/08 03:33AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	5/15/07 12:00AM
In Service Date:	5/15/07 12:00AM
Production Date:	4/10/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	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 # S00736005391

Activity Status:	Done	Activity Updated:	12/26/07 01:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/26/07 01:47AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/26/07 01:47AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey
iSky Survey Id: 055026898456
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 3407
Service Advisor Cust Pay Code: 3407
Service Advisor First Name: Thomas
Service Advisor Last Name: Chang
Service Tech SSN: 0178
Service Tech Cust Pay Code: 74
Service Tech First Name: SCOTT
Service Tech Last Name: MILLER
Repair Date: 12/13/2007
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: H
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC93447V [REDACTED]
VIN 7: WF21535
Invoice Number/RO Number: 038367
Call Disposition Code: CMP
Call Date: 12/20/2007
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 SHE DID NOT MAKE AN APPT. SHE DOUBTS SHE WOULD PURCHASE ANOTHER BMW. HER BMW ONLY HAD 5000 MILES AND HAS HAD ALL THESE PROBLEMS. SHE HAD A TOYOTA WITH 100000 MILES AND IT HAD NOT BEEN IN FOR SERVICE AS MANY TIMES AS THIS BMW. SHE SAID SH

[REDACTED]



Customer Service Request Detail # S00736005391

Activity Status:	Done	Activity Updated:	1/9/08 03:14AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:14AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/10/08 04:06PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/10/08 04:06PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	No Answer		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/14/08 03:33AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:33AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 05		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00803003879

Customer

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

Service Request

Service Request #: S00803003879
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 1/30/08 02:25AM
 Created By: ISKY, AAARA
 Rep Assigned: Ellis, Jeremy
 Date Assigned: 1/31/08 04:56PM
 Assigned Dealer: Habberstad BMW
 Identified Dealer: Habberstad BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/5/08 11:35AM
 Close Rep: Ellis, Jeremy
 Issue Note: Dlr negligent w/SAV / request comp and repairs done @ Westbury BMW

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage: 7,000
 Sale: 7/31/07 12:00AM
 In Service Date: 7/31/07 12:00AM
 Production Date: 6/13/07 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	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
 ServM Tony to contact cust to bring vehicle in for inspection. Dlr to replace door panel if dlr at fault.

Attachments

File Name	Comments



Customer Service Request Detail # S00803003879

Activity Status:	Done	Activity Updated:	1/30/08 02:25AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/30/08 02:25AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/30/08 02:25AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027324327
Survey Type: Phone
Dealer Code: 40800
Service Advisor SSN: 0740
Service Advisor Cust Pay Code: 18782
Service Advisor First Name: Kevin
Service Advisor Last Name: Cone
Service Tech SSN: 1911
Service Tech Cust Pay Code: 31903
Service Tech First Name: JOSE
Service Tech Last Name: MUY
Repair Date: 01/17/2008
Customer Salutation:
Customer [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93477 [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 345840
Call Disposition Code: CMP
Call Date: 01/24/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 25
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 0
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE TOOK THE VEHICLE IN THREE TIMES. THE FIRST TIME THINGS WERE NOT DONE CORRECTLY. THE SECOND TIME THERE WERE STILL PROBLEMS. THE CLOCK AND SUNROOF WERE NOT WORKING. THE THIRD TIME SOMEONE FROM THE SERVICE DEPARTMENT LEFT A WINDOW OPEN AND I



Customer Service Request Detail # S00803003879

Activity Status:	Done	Activity Updated:	1/31/08 04:58PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/31/08 04:56PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Cust stts that no one has called him back. He is upset that he got the X3. Apologized and adv will follow up with the dlr for issues.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/31/08 05:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/31/08 05:30PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Lft msg for ServM Tony to follow up on issue.		

Note Created:	Note Created By:	Note Type:
1/31/08 05:30PM	Ellis, Jeremy	Dealer Interaction

Activity Status:	Done	Activity Updated:	2/4/08 02:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	2/4/08 02:35PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Returned call to Servm Tony. Lft msg for ServD to follow up on the issue.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/5/08 11:34AM
Activity Type	Dealer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	2/5/08 11:22AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Spoke with ServM Tony. See notes		

Note Created:	Note Created By:	Note Type:
2/5/08 11:23AM	Ellis, Jeremy	Dealer Interaction

<p>ServM indicated that the vehicle arrives at the dlr with missing fuses. ServM stts that the vehicle came in for an overheating issue, ServM indicated that someone removed the maxie fuse which controls the cooling fan. ServM stts that the returned for a 2nd issue forthe radio clock not holding time. Dlr found that the radio fuse was missing. ServM indicated that they did speak with the customer about bringing the vehicle into be inspected for the rain damage. ServM indicated that he preordered the door panel waiting for the vehicle to come in. Writer requested that ServM Tony call him to invite him to the dlr to inspect the damage and possibly do GW on repairs. SM indicated that the dlr will not auth any repairs at another facility till they have the chance to see the vehicle. SM indicated that if the customer is modifying the vehicle the dealer can not be repsonsible for the damages that are being caused.</p>	
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Customer Service Request Detail # S00803105059

Customer

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

Service Request

Service Request #:	S00803105059
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/31/08 02:18AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/31/08 02:18AM
Assigned Dealer:	
Identified Dealer:	Tulley BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/7/08 03:02AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	7/26/07 12:00AM
In Service Date:	10/2/06 12:00AM
Production Date:	9/4/06 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 # S00803105059

Activity Status:	Done	Activity Updated:	1/31/08 02:18AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/31/08 02:18AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/31/08 02:18AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027350927
Survey Type:
Dealer Code: 16815
Service Advisor SSN: 6719
Service Advisor Cust Pay Code: 378
Service Advisor First Name: JASON
Service Advisor Last Name: VANSCIVER
Service Tech SSN: 3844
Service Tech Cust Pay Code: 574
Service Tech First Name: STEVEN
Service Tech Last Name: BENOIT
Repair Date: 01/22/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: G
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93497W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 122360
Call Disposition Code: CMP
Call Date: 01/25/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
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: 50
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE IS CONCERNED THE SHIFTING ISSUES WITH HIS X3 ARE NOT RESOLVED. IT APPEARS AS THOUGH THIS HAS BEEN AN ONGOING ISSUE WITH THE X3 AND THAT BMW CONTINUES TO PROVIDE SOFTWARE UPDATES WHICH ARE NOT WORKING TO HIS SATISFACTION. HE SAID IT IS LEAVING HIM WITH AN



Customer Service Request Detail # S00803105059

Activity Status:	Done	Activity Updated:	2/6/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/7/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/7/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00804005264

Customer

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

Service Request

Service Request #: S00804005264
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/9/08 03:53AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 2/9/08 03:53AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/18/08 03:02AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 11/12/07 12:00AM
 In Service Date: 7/30/07 12:00AM
 Production Date: 2/28/07 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	COOLING SYSTEM COMP	1700	COOLING SYSTEM COMPONENTS
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00804005264

Activity Status:	Done	Activity Updated:	2/9/08 03:53AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/9/08 03:53AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/9/08 03:53AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027465592
Survey Type:
Dealer Code:
Service Advisor SSN: 5285
Service Advisor Cust Pay Code: 41410
Service Advisor First Name: JACOB
Service Advisor Last Name: MORRISON
Service Tech SSN: 4759
Service Tech Cust Pay Code: 1062
Service Tech First Name: BRIAN
Service Tech Last Name: FRENCH
Repair Date: 01/17/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: R
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93467W [REDACTED]
VIN 7: WF [REDACTED]
Invoice Number/RO Number: 269868
Call Disposition Code: CMP
Call Date: 02/02/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 50
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 25
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED OVER THIRTY YEARS OF PURCHASING NEW VEHICLES, THIS IS THE WORST VEHICLE THEY HAVE OWNED. REPLACING THE THERMOSTAT TWICE, RADIATOR, RADIO AND REPROGRAMMING THE TRANSMISSION SHOULD NOT HAPPEN TO A NEAR \$50,000 VEHICLE. AFTER OWNING EIGHT BMW VEHICLES, HE IS VE



Customer Service Request Detail # S00804005264

Activity Status:	Done	Activity Updated:	2/15/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/18/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 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 # S00804206883

Customer

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

Service Request

Service Request #:	S00804206883
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/11/08 04:21AM
Created By:	ISKY, AAARA
Rep Assigned:	Monro, Jason
Date Assigned:	2/15/08 09:54AM
Assigned Dealer:	
Identified Dealer:	BMW of the Hudson Valley
Date Resolved:	
Resolve Rep:	
Date Closed:	2/15/08 09:56AM
Close Rep:	Monro, Jason
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	
Sale:	3/8/07 12:00AM
In Service Date:	3/30/06 12:00AM
Production Date:	2/3/06 12:00AM

Code Descriptions

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

Solution Notes

Solution
Writer documented complaints.

Attachments

File Name	Comments



Customer Service Request Detail # S00804206883

Activity Status:	Done	Activity Updated:	2/11/08 04:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 04:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/11/08 04:21AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027503653
Survey Type: Phone
Dealer Code: 21614
Service Advisor SSN: 8239
Service Advisor Cust Pay Code: 8239
Service Advisor First Name: JOANNA
Service Advisor Last Name: ZAMMIELLO
Service Tech SSN: 2965
Service Tech Cust Pay Code: 2965
Service Tech First Name: JEFF
Service Tech Last Name: SCIVOLETTE
Repair Date: 02/04/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: G
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPA93446vv [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 065370
Call Disposition Code: TPI
Call Date: 02/06/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
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: KATHLEEN SULLIVAN. CUSTOMER STATED SHE WOULD LIKE A CALLBACK FROM SOMEONE AT BMW NA REGARDING THIS ISSUE. THE AIRBAG SENSOR WAS DEFECTIVE. THE CENTER WAS SUPPOSED TO CALL HER TODAY. SHE SAID SHE WAS DISAPPOINTED TO FIND OUT SHE CO



Customer Service Request Detail # S00804206883

Activity Status:	Done	Activity Updated:	2/14/08 05:09PM
Activity Type	Initial Customer Contact	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	2/14/08 05:09PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/15/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/15/08 09:54AM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	2/15/08 09:54AM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	cci discussed loaner policy. Cust adv parts were in for vehicle.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00804906217

Customer

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

Service Request

Service Request #:	S00804906217
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	2/18/08 03:11AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	2/18/08 03:11AM
Assigned Dealer:	
Identified Dealer:	Karl Knauz Motors
Date Resolved:	
Resolve Rep:	
Date Closed:	2/25/08 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):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	
Sale:	10/19/06 12:00AM
In Service Date:	10/19/06 12:00AM
Production Date:	7/25/06 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 # S00804906217

Activity Status:	Done	Activity Updated:	2/18/08 03:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/18/08 03:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/18/08 03:11AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027566933
Survey Type: Phone
Dealer Code: 52800
Service Advisor SSN: 0834
Service Advisor Cust Pay Code: 12
Service Advisor First Name: Marton
Service Advisor Last Name: Fabian
Service Tech SSN: 2420
Service Tech Cust Pay Code: 443
Service Tech First Name: MIKE
Service Tech Last Name: MAXWELL
Repair Date: 02/05/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPA93456W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 201640
Call Disposition Code: CMP
Call Date: 02/13/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 25
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments:
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a Answer:
Unadjusted Q6a Answer:
...



Customer Service Request Detail # S00804906217

...	...
Activity Status: Done	Activity Updated: 2/22/08 03:00AM
Activity Type: Initial Customer Contact	Activity Updated By: GenSurvey, fm
Activity Assigned To: GenSurvey, fm	Email From:
Activity Created: 2/22/08 03:00AM	Email To:
Activity Created By: GenSurvey, fm	
Activity Description: Davox call attempted. Attempts #1. Call code o	
Note Created:	Note Created By: Note Type:
...	...
Activity Status: Done	Activity Updated: 2/25/08 03:08AM
Activity Type: Final Customer Contact	Activity Updated By: GenSurvey, fm
Activity Assigned To: GenSurvey, fm	Email From:
Activity Created: 2/25/08 03:08AM	Email To:
Activity Created By: GenSurvey, fm	
Activity Description: Davox call attempted. Attempts #2. Call code o	
Note Created:	Note Created By: Note Type:
...	...



Customer Service Request Detail # S00805200197

Customer

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

Service Request

Service Request #: S00805200197
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 2/21/08 12:32AM
 Created By: ISKY, AAARA
 Rep Assigned: Monro, Jason
 Date Assigned: 2/26/08 05:08PM
 Assigned Dealer:
 Identified Dealer: JMK Auto Sales
 Date Resolved:
 Resolve Rep:
 Date Closed: 2/26/08 05:18PM
 Close Rep: Monro, Jason
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 5/20/06 12:00AM
 In Service Date: 5/20/06 12:00AM
 Production Date: 4/19/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

Solution Notes

Solution
 TT cust, adv that I would document the complaints with repeat service visits
 call attempts satisfied, closing pending call back

Attachments

File Name	Comments



Customer Service Request Detail # S00805200197

Activity Status:	Done	Activity Updated:	2/21/08 12:32AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/21/08 12:32AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/21/08 12:32AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027488489
Survey Type: Phone
Dealer Code: 50000
Service Advisor SSN: 0199
Service Advisor Cust Pay Code: 296
Service Advisor First Name: Roberto
Service Advisor Last Name: Felizardo
Service Tech SSN:
Service Tech Cust Pay Code: 947
Service Tech First Name:
Service Tech Last Name:
Repair Date: 02/01/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPA93426V [REDACTED]
VIN 7: [REDACTED]
Invoice Number/RO Number: 431021
Call Disposition Code: CMP
Call Date: 02/15/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED IF THEY DO CALL, THE BEST CONTACT NUMBER BY DAY IS 973 775 0827. HE IS UNSURE ABOUT THE WORK COMPLETION. HE HAD A LOT OF ISSUES AND HAS BEEN HAVING MULTIPLE VISITS FOR MANY OF THESE ISSUES. HE IS NOT LOOKING FOR A CALL FROM BMW NA, BUT WOULD NO



Customer Service Request Detail # S00805200197

Activity Status:	Done	Activity Updated:	2/22/08 04:34PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/22/08 04:33PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	3rd party female, adv would try back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/25/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 07		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/26/08 04:48PM
Activity Type	Customer Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	2/26/08 04:48PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	Left message with 3rd party female.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/26/08 05:13PM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	2/26/08 05:13PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	TT cust, adv that I would document the complaints with repeat service visits		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00806604874

Customer

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

Service Request

Service Request #: S00806604874
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/6/08 01:45AM
 Created By: ISKY, AAARA
 Rep Assigned: Phommaseng, Dee
 Date Assigned: 3/6/08 04:54PM
 Assigned Dealer:
 Identified Dealer: Wide World of Cars, LLC
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/10/08 08:34PM
 Close Rep: Phommaseng, Dee
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage: 9,000
 Sale: 3/16/07 12:00AM
 In Service Date: 3/16/07 12:00AM
 Production Date: 1/30/07 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	ENGINE - INTERNAL & EXT	1100	ENGINE - INTERNAL & EXTERNAL COMP
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
follow up already in progress undr SR #200806303953.

Attachments

File Name	Comments



Customer Service Request Detail # S00806604874

Activity Status:	Done	Activity Updated:	3/6/08 01:45AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/6/08 01:45AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/6/08 01:45AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027580406
Survey Type: Phone
Dealer Code: 25770
Service Advisor SSN: 4810
Service Advisor Cust Pay Code: 622
Service Advisor First Name: VIRGINIA
Service Advisor Last Name: REILLY
Service Tech SSN: 1410
Service Tech Cust Pay Code: 102
Service Tech First Name: VINCENT
Service Tech Last Name: CASTORO
Repair Date: 02/11/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93467 [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 145024
Call Disposition Code: TPI
Call Date: 03/01/2008
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: 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: TPI NAME: JESS BURNETT. CUSTOMER
WOULD LIKE A CALL FROM BMW NA AND IF HE CANNOT BE
REACHED AT HOME NUMBER THEN TRY THE WORK NUMBER AT
(941)-693-7111. CUSTOMER STATED HE IS HAVING A HARD TIME
WITH HIS VEHICLE BUT LOVES THE CENTER. IT HAS THE WORST G



Customer Service Request Detail # S00806604874

Activity Status:	Done	Activity Updated:	3/6/08 04:54PM
Activity Type	Initial Customer Contact	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	3/6/08 04:49PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	contct tpf: she adv this is work phone # (914)366-7898*, which cust not at work for several mos, call home #.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/7/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/7/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 07		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/10/08 08:33PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	3/10/08 08:19PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	spke to Mr. [REDACTED] about ongoing repeat issues w/gear & wining noise frm radio still unresolved, cust stts already spk to rep Dominic about issue on		

Note Created:	3/10/08 08:33PM	Note Created By:	Phommaseng, Dee	Note Type:	Customer Interaction
SR #200806303953.					



Customer Service Request Detail # S00807002398

Customer

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

Service Request

Service Request #:	S00807002398
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/10/08 01:11AM
Created By:	ISKY, AAARA
Rep Assigned:	Davis, Allison
Date Assigned:	3/11/08 04:44PM
Assigned Dealer:	
Identified Dealer:	BMW of Arlington
Date Resolved:	
Resolve Rep:	
Date Closed:	3/11/08 05:01PM
Close Rep:	Davis, Allison
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	3/7/07 12:00AM
In Service Date:	3/7/07 12:00AM
Production Date:	2/5/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

Solution Notes

Solution
Customer didn't need further follow up from survey, did send email to customer to provide info to call in future.

Attachments

File Name	Comments



Customer Service Request Detail # S00807002398

Activity Status:	Done	Activity Updated:	3/10/08 01:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/10/08 01:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/10/08 01:11AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027879179
Survey Type: Phone
Dealer Code: 23367
Service Advisor SSN: 9582
Service Advisor Cust Pay Code: 5223
Service Advisor First Name: MATTHEW
Service Advisor Last Name: BUCKLEY
Service Tech SSN: 0102
Service Tech Cust Pay Code: 5324
Service Tech First Name: eric
Service Tech Last Name: donellan
Repair Date: 02/29/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: J
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC93427V [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 250628
Call Disposition Code: CMP
Call Date: 03/06/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 50
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 75
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 25
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE ELECTRONIC SYSTEM IN THE VEHICLE IS TERRIBLE. HE CANNOT USE HIS BLUETOOTH. THE CENTER HAD VEHICLE FOR THREE DAYS AND DID NOT WORK ON IT. HE WOULD LIKE HIS MONTHLY STATEMENTS SENT TO HIM BY EMAIL BECAUSE HE WANTS TO GO PAPERLESS.
Una



Customer Service Request Detail # S00807002398

Activity Status:	Done	Activity Updated:	3/11/08 04:45PM
Activity Type	Initial Customer Contact	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	3/11/08 04:44PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Cust doesn't need further assistance at this point. Cust did req email with CR contact info.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/11/08 05:00PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Davis, Allison	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/11/08 04:58PM	Email To:	bob.filley@transwestern.net
Activity Created By:	Davis, Allison		
Activity Description:	Follow Up [1-714347607]		

Note Created:	Note Created By:	Note Type:
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	<p>Dear Mr [REDACTED]</p> <p>Thank you for allowing us to follow up with you from your recent survey.</p> <p>I wanted to send you a follow up email to advise that if you do have any future concerns of comments, please contact BMW of North America back directly and we would be happy to assist you any way we are able. You can reach us at 1-800-831-1117 from 9 A.M. to 9 P.M. ET, or by responding to this email.</p> <p>Thank you again for your time, have a great day.</p> <p>Sincerely,</p> <p>Allison Davis BMW Customer Relations and Services Representative</p>
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Customer Service Request Detail # S00807200050

Customer

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

Service Request

Service Request #: S00807200050
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/12/08 12:31AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 3/12/08 12:31AM
 Assigned Dealer:
 Identified Dealer: Valley BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/14/08 03:03AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 2/23/08 12:00AM
 In Service Date: 8/25/06 12:00AM
 Production Date: 4/11/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT
SV29	SERVICE - PRODUCT ISSUE	Seat Belts & Accessories for	7200	Seat Belts & Accessories for Body
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00807200050

Activity Status:	Done	Activity Updated:	3/12/08 12:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/12/08 12:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 3/12/08 12:31AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
 iSky Survey Id: 055027744416
 Survey Type: Phone
 Dealer Code: 21616
 Sales Advisor Id: 0000113211
 Sales Advisor First Name: AL
 Sales Advisor Last Name: HERNANDES
 Retail Date: 02/24/2008
 Customer Salutation: Mr
 Customer First Name: [REDACTED]
 Customer Last Name: [REDACTED]
 Customer Middle Name:
 Customer Suffix:
 Customer AM Phone: [REDACTED]
 VIN 17: WREXPA93496W
 VIN 7: W [REDACTED]
 Call Disposition Code: TPI
 Call Date: 03/06/2008
 Q1 Initial contact experience for this purchase
 Unadjusted Q1 Score: 0
 Q2 Handling of purchase/lease transaction
 Unadjusted Q2 Score: 75
 Q3 Explanation of product, features, and controls
 Unadjusted Q3 Score: 75
 Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
 Unadjusted Q4 Score: 0
 Q5 New BMW clean and trouble-free at delivery
 Unadjusted Q5 Score: 0
 Q6 Fulfillment of all commitments
 Unadjusted Q6 Score:
 Q7 Respectful and courteous treatment
 Unadjusted Q7 Score:
 Q8 Overall Satisfaction
 Unadjusted Q8 Score:
 Q9 Recommend center to a friend
 Unadjusted Q9 Score:
 Unadjusted Q10 Answer:
 Unadjusted Q11 Score:
 Customer Comments: TPI NAME: CHRISTINE TRIMBLE. CUSTOMER STATED SHE WOULD LIKE A CALL FROM BOTH THE SALES MANGER AND BMW NA. SHE PURCHASED THE CPO VEHICLE AND IT WAS SOLD TO HER WITH THE CD PLAYER NOT WORKING. HER VEHICLE WAS IN FOR THAT FOR A WEEK. THE TIRE PRESSURE LIGHT WAS ON WHEN SHE PURCHASED IT AND SHE FOUND OUT THE



Customer Service Request Detail # S00807200050

Activity Status:	Done	Activity Updated:	3/13/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/14/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/14/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00807304634

Customer

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

Service Request

Service Request #:	S00807304634
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/13/08 01:48AM
Created By:	ISKY, AAARA
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	3/13/08 05:03PM
Assigned Dealer:	Open Road BMW
Identified Dealer:	Open Road BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/13/08 05:06PM
Close Rep:	Fitzgibbons, Jeff
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	X3 3.0i
Mileage:	10,000
Sale:	7/10/06 12:00AM
In Service Date:	7/10/06 12:00AM
Production Date:	6/6/06 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
Apologized for experiance and documented case.

Attachments

File Name	Comments



Customer Service Request Detail # S00807304634

Activity Status:	Done	Activity Updated:	3/13/08 01:48AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/13/08 01:48AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/13/08 01:48AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027896491
Survey Type: Phone
Dealer Code: 56738
Service Advisor SSN: 5532
Service Advisor Cust Pay Code: 510
Service Advisor First Name: ALLEN
Service Advisor Last Name: GIN
Service Tech SSN: 1871
Service Tech Cust Pay Code: 390
Service Tech First Name: RUDOLFO
Service Tech Last Name: CASTILLO
Repair Date: 03/03/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: C
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPA93466v [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 283638
Call Disposition Code: CMP
Call Date: 03/07/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 75
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THE SERVICE HAS BEEN EXCELLENT, BUT SHE HAS A PROBLEM WITH THE COMPUTER AND HAS HAD THE PROBLEM EVER SINCE SHE GOT THE VEHICLE THEN THEY SAID THAT IT WAS THE CHIP AND SHE HAS LIGHTS FLASHING. TONY MORTIN WAS VERY HELPFUL.
Unadjusted Q1a



Customer Service Request Detail # S00807304634

Activity Status:	Done	Activity Updated:	3/13/08 05:02PM
Activity Type	Initial Customer Contact	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	3/13/08 05:01PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	Discussed survey feedback.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00808006268

Customer

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

Service Request

Service Request #: S00808006268
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/20/08 02:25AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 3/20/08 02:25AM
 Assigned Dealer:
 Identified Dealer: New Country Motor Cars, Inc.
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/28/08 03:02AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 7/1/08 12:00AM
 In Service Date: 2/28/07 12:00AM
 Production Date: 1/18/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808006268

Activity Status:	Done	Activity Updated:	3/20/08 02:25AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/20/08 02:25AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/20/08 02:25AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027881294
Survey Type:
Dealer Code: 20173
Service Advisor SSN: 1657
Service Advisor Cust Pay Code: 141
Service Advisor First Name: BILL
Service Advisor Last Name: PELLETIER
Service Tech SSN: 6893
Service Tech Cust Pay Code: 7
Service Tech First Name: KARL
Service Tech Last Name: JURGEN
Repair Date: 02/26/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93457W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 110136
Call Disposition Code: CMP
Call Date: 03/14/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 50
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 50
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments:
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a Answer:
Unadjusted Q6a Answer:
...



Customer Service Request Detail # S00808006268

...	...
Activity Status: Done	Activity Updated: 3/26/08 03:00AM
Activity Type: Initial Customer Contact	Activity Updated By: GenSurvey, fm
Activity Assigned To: GenSurvey, fm	Email From:
Activity Created: 3/26/08 03:00AM	Email To:
Activity Created By: GenSurvey, fm	
Activity Description: Davox call attempted. Attempts #1. Call code o	
Note Created:	Note Created By: Note Type:
...	...
Activity Status: Done	Activity Updated: 3/28/08 03:02AM
Activity Type: Final Customer Contact	Activity Updated By: GenSurvey, fm
Activity Assigned To: GenSurvey, fm	Email From:
Activity Created: 3/28/08 03:02AM	Email To:
Activity Created By: GenSurvey, fm	
Activity Description: Davox call attempted. Attempts #2. Call code o	
Note Created:	Note Created By: Note Type:
...	...



Customer Service Request Detail # S00808101356

Customer

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

Service Request

Service Request #: S00808101356
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/21/08 12:43AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 3/21/08 12:43AM
 Assigned Dealer:
 Identified Dealer: Thompson BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/28/08 03:03AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2008
 Model: X3 3.0si
 Mileage:
 Sale: 2/27/08 12:00AM
 In Service Date: 2/27/08 12:00AM
 Production Date: 1/14/08 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	FUEL INJECTION - SYSTEM	1300	FUEL INJECTION - SYSTEMS
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808101356

Activity Status:	Done	Activity Updated:	3/21/08 12:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/21/08 12:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 3/21/08 12:43AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027811909
Survey Type: Phone
Dealer Code: 26776
Sales Advisor Id: 0000111973
Sales Advisor First Name: NORMAN
Sales Advisor Last Name: MARRAZZO
Retail Date: 02/28/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WRXPC93448V [REDACTED]
VIN 7: W [REDACTED]
Call Disposition Code: CMP
Call Date: 03/14/2008
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score: 75
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score: 50
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score: 100
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
Unadjusted Q4 Score: 75
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score: 75
Q6 Fulfillment of all commitments
Unadjusted Q6 Score:
Q7 Respectful and courteous treatment
Unadjusted Q7 Score:
Q8 Overall Satisfaction
Unadjusted Q8 Score:
Q9 Recommend center to a friend
Unadjusted Q9 Score:
Unadjusted Q10 Answer:
Unadjusted Q11 Score:
Customer Comments:
Unadjusted Q1A Answer:



Customer Service Request Detail # S00808101356

Activity Status:	Done	Activity Updated:	3/26/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/28/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/28/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00808201798

Customer

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

Service Request

Service Request #: S00808201798
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/22/08 12:49AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 3/22/08 12:49AM
 Assigned Dealer:
 Identified Dealer: BMW of Bayside
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/28/08 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): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 3/28/07 12:00AM
 In Service Date: 3/28/07 12:00AM
 Production Date: 2/8/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00808201798

Activity Status:	Done	Activity Updated:	3/22/08 12:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/22/08 12:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/22/08 12:49AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027854158
Survey Type: Phone
Dealer Code: 10695
Service Advisor SSN: 8239
Service Advisor Cust Pay Code: 8239
Service Advisor First Name: DENNIS
Service Advisor Last Name: INGRASSIA
Service Tech SSN: 6264
Service Tech Cust Pay Code: 6264
Service Tech First Name: JHAJIT
Service Tech Last Name: HOMNAUT
Repair Date: 02/27/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBXPC93497W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 233299
Call Disposition Code: DNA
Call Date: 03/17/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score:
Q2 Respectful and courteous treatment
Unadjusted Q2 Score:
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score:
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW
NA. CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED
AFTER SHE PURCHASED THIS VEHICLE. SHE HAD AIRBAG
PROBLEMS. SOMEONE COULD NOT PROVIDE HER WITH A RENTAL
BECAUSE HER WARRANTY WOULD NOT COVER THE DAMAGE. SHE
SAID THERE WAS



Customer Service Request Detail # S00808201798

Activity Status:	Done	Activity Updated:	3/27/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/27/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/28/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/28/08 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 # S00808703646

Customer

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

Service Request

Service Request #: S00808703646
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 3/27/08 01:31AM
 Created By: ISKY, AAARA
 Rep Assigned: Coil, Jarrod
 Date Assigned: 3/28/08 04:53PM
 Assigned Dealer:
 Identified Dealer: BMW Gallery
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/28/08 04:59PM
 Close Rep: Coil, Jarrod
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 6/10/06 12:00AM
 In Service Date: 6/10/06 12:00AM
 Production Date: 4/12/06 12:00AM

Code Descriptions

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

Solution Notes

Solution

cust stts he would like to write letter with parts# to make sure this gets changed for future accessory catalogs.

Attachments

File Name	Comments



Customer Service Request Detail # S00808703646

Activity Status:	Done	Activity Updated:	3/27/08 01:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/27/08 01:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/27/08 01:31AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027985397
Survey Type: Phone
Dealer Code: 56568
Service Advisor SSN: 4305
Service Advisor Cust Pay Code: 535
Service Advisor First Name: DAN
Service Advisor Last Name: MACDONALD
Service Tech SSN: 0437
Service Tech Cust Pay Code: 45
Service Tech First Name: DAVID
Service Tech Last Name: WILLIAMS
Repair Date: 03/10/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: D
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPA93476V [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 542794
Call Disposition Code: CMP
Call Date: 03/24/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE WILL BE CALLING BMW
BECAUSE THE BMW CERTIFIED PART, A CAP FOR TIRE STEM,
INTERFERED WITH TIRE PRESSURE MONITOR AND FROZE IT UP
COSTING HIM HUNDREDS OF DOLLARS. THE SERVICE WAS
EXCELLENT HOWEVER, THE SOURCE OF PROBLEM IS NOT. THE
CAP



Customer Service Request Detail # S00808703646

Activity Status:	Done	Activity Updated:	3/28/08 04:59PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	3/28/08 04:51PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	refer to SR# 200808402007		

Note Created: 3/28/08 04:53PM

Note Created By: Coil, Jarrod

Note Type: Initial Customer Contact

cust stts accessory stem cap corroded on tire. cust stts they had to remove cap for him in serv. cust stts no one told him that the part was not compatible. cust stts he would like to write letter with parts# to make sure this gets changed for future accessory catalogs.



Customer Service Request Detail # S00809406691

Customer

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

Service Request

Service Request #: S00809406691
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 4/3/08 02:29AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 4/3/08 02:29AM
 Assigned Dealer:
 Identified Dealer: BMW of Manhattan
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/11/08 03:06AM
 Close Rep: GenSurvey, fm
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 3/11/08 12:00AM
 In Service Date: 10/31/06 12:00AM
 Production Date: 9/18/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

Solution Notes

Solution
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00809406691

Activity Status:	Done	Activity Updated:	4/3/08 02:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/3/08 02:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/3/08 02:29AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028091906
Survey Type: Phone
Dealer Code: 65775
Service Advisor SSN: 0542
Service Advisor Cust Pay Code: 542
Service Advisor First Name: CHRIS
Service Advisor Last Name: CONTE
Service Tech SSN: 5760
Service Tech Cust Pay Code: 5760
Service Tech First Name: MANUEL
Service Tech Last Name: NAUT
Repair Date: 03/10/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name: C
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC93417V [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 543943
Call Disposition Code: CMP
Call Date: 03/31/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 100
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED HE IS NOT HAPPY WITH THE WAY THE TRANSMISSION COMPUTER SYSTEM IS ON THE X3. HE IS VERY DISAPPOINTED WITH BMW AND THEY NEED TO WORK ON THE COMPUTER ENGINEERING AND HE MAY NOT PURCHASE ANOTHER BMW. THEY WERE GOING TO CHARGE HIM \$500 FOR L



Customer Service Request Detail # S00809406691

Activity Status:	Done	Activity Updated:	4/7/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/7/08 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:	4/11/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00810103084

Customer

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

Service Request

Service Request #:	S00810103084
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/10/08 01:15AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/10/08 01:15AM
Assigned Dealer:	
Identified Dealer:	Inskip BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/8/08 03:03AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	X3 3.0si
Mileage:	
Sale:	7/31/07 12:00AM
In Service Date:	7/31/07 12:00AM
Production Date:	7/1/07 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 # S00810103084

Activity Status:	Done	Activity Updated:	4/10/08 01:15AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/10/08 01:15AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/10/08 01:15AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028002765
Survey Type: Phone
Dealer Code: 26703
Service Advisor SSN: 1875
Service Advisor Cust Pay Code: 71518
Service Advisor First Name: richard
Service Advisor Last Name: lavelle
Service Tech SSN: 9277
Service Tech Cust Pay Code: 8136
Service Tech First Name: DOUGLAS
Service Tech Last Name: CRAVEIRO
Repair Date: 03/12/2008
Customer Salutation: Mr
Customer First Name: [REDACTED]
Customer Middle Name: S
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC934X7W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 669004
Call Disposition Code: TPI
Call Date: 04/03/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 75
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: TPI NAME: SHERRY COHEN. CUSTOMER STATED THE VEHICLE IS HESITATING AND SHE WANTS IT FIXED BUT THE CENTER DOES NOT KNOW WHAT TO DO ABOUT IT. SHE SAID TO FIX THE PROBLEM SHE HAS.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
...
...



Customer Service Request Detail # S00810103084

... Unadjusted		...	
Activity Status:	Done	Activity Updated:	4/10/08 04:38PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	4/10/08 04:38PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	Left Voice Mail		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/11/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/11/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 04:57PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	5/7/08 04:55PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Disconnect.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/8/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/8/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 07		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00810904475

Customer

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

Service Request

Service Request #: S00810904475
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 4/18/08 01:41AM
 Created By: ISKY, AAARA
 Rep Assigned: Smith, Jonathan
 Date Assigned: 4/25/08 04:00PM
 Assigned Dealer:
 Identified Dealer: Otto's BMW of Exton
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/28/08 11:00AM
 Close Rep: Smith, Jonathan
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 4/25/07 12:00AM
 In Service Date: 4/25/07 12:00AM
 Production Date: 3/26/07 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

Writer advised cust that airbag sensor cannot be set to lower sensitivity. Attempted cust 2x's. Closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00810904475

Activity Status:	Done	Activity Updated:	4/18/08 01:41AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/18/08 01:41AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/18/08 01:41AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028312440
Survey Type:
Dealer Code: 67600
Service Advisor SSN: 8677
Service Advisor Cust Pay Code: 60630
Service Advisor First Name: Spencer
Service Advisor Last Name: Knox
Service Tech SSN: 1452
Service Tech Cust Pay Code: 55317
Service Tech First Name: Bill
Service Tech Last Name: Wheeler
Repair Date: 04/07/2008
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: WBXPC93407 [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 342565
Call Disposition Code: CMP
Call Date: 04/13/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score:
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED SHE HATES HER VEHICLE.
THE TECHNOLOGY IS SO OVERDONE THAT IN SPITE OF AN
OUTSTANDING RIDE, THE VEHICLE IS TOO ANNOYING TO DRIVE.
EACH TIME SHE HAS IT SERVICED, HER PHONE HAS TO BE
REPAIRED WITH THE VEHICLE, BUT THE CENTER NEVER JUST
OFFERS T



Customer Service Request Detail # S00810904475

Activity Status:	Done	Activity Updated:	4/22/08 04:35PM
Activity Type	Initial Customer Contact	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	
Activity Created:	4/22/08 04:35PM	Email To:	
Activity Created By:	Sabo, Melinda		
Activity Description:	No Answer		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/23/08 04:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/23/08 04:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/23/08 04:35PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	4/23/08 04:34PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Left message with 3rd party female.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/25/08 04:08PM
Activity Type	SR Re-opened	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	4/25/08 04:00PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	cci returning survey call. cust stts >		

Note Created:	4/25/08 04:04PM	Note Created By:	Smith, Jonathan	Note Type:	SR Re-opened
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specific cust sugg - - cust sugg vehicle beeps to much. does not like the seat sensor telling her to buckle in purse. - cust complains bluetooth is spotty - cust complains AM radio reception is poor - cust complains voice recognition rarely recognizes her voice. - cust sugg too much technology.	
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Customer Service Request Detail # S00810904475

Activity Status:	Done	Activity Updated:	4/28/08 10:58AM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	4/28/08 10:58AM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer advised customer airbag sensor on seat cannot be reset to a lower sensitivity.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00814000257

Customer

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

Service Request

Service Request #:	S00814000257
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/19/08 12:37AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/19/08 12:37AM
Assigned Dealer:	
Identified Dealer:	Park Avenue BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/18/08 03:05AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	W [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	X3 3.0si
Mileage:	
Sale:	3/31/08 12:00AM
In Service Date:	3/31/08 12:00AM
Production Date:	1/10/08 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 # S00814000257

Activity Status:	Done	Activity Updated:	5/19/08 12:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 12:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 12:37AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028715917
Survey Type: Phone
Dealer Code: 68500
Service Advisor SSN: 4772
Service Advisor Cust Pay Code: 990
Service Advisor First Name: RICK
Service Advisor Last Name: PELILLO
Service Tech SSN: 6932
Service Tech Cust Pay Code: 924
Service Tech First Name: PETER
Service Tech Last Name: CORSO
Repair Date: 05/01/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone:
VIN 17: WBXPC93438W [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 419813
Call Disposition Code: CMP
Call Date: 05/14/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 25
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
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 WAS UNHAPPY ABOUT THE FACT THAT THE ALARM THEY INSTALLED COST \$700 AND IT DID NOT WORK AS WELL AS HE WOULD HAVE LIKED IT TO BE. HE SAID HE WILL NEVER GO BACK TO THAT SERVICE DEPARTMENT.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
...
...



Customer Service Request Detail # S00814000257

... Unadjusted		...	
Activity Status:	Done	Activity Updated:	5/21/08 04:36AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/21/08 04:36AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/16/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/16/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/18/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/18/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00814204229

Customer

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

Service Request

Service Request #: S00814204229
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 5/21/08 05:52AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 5/21/08 05:52AM
 Assigned Dealer:
 Identified Dealer: Circle BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 6/20/08 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): W [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: X3 3.0i
 Mileage:
 Sale: 6/17/06 12:00AM
 In Service Date: 6/17/06 12:00AM
 Production Date: 5/9/06 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 # S00814204229

Activity Status:	Done	Activity Updated:	5/21/08 05:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/21/08 05:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/21/08 05:52AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028656715
Survey Type: Phone
Dealer Code: 66771
Service Advisor SSN: 4138
Service Advisor Cust Pay Code: 118
Service Advisor First Name: Robert
Service Advisor Last Name: Datri
Service Tech SSN: 7721
Service Tech Cust Pay Code: 230
Service Tech First Name: TOM
Service Tech Last Name: WECKERLE
Repair Date: 05/02/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPA93496V [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 075834
Call Disposition Code: CMP
Call Date: 05/16/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 100
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score:
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
Q5 Convenience of drop-off and/or pick-up
Unadjusted Q5 Score: 100
Q6 Quality of work performed
Unadjusted Q6 Score:
Q7 Overall Satisfaction
Unadjusted Q7 Score:
Q8 Recommend Service Dept to a friend
Unadjusted Q8 Score:
Unadjusted Q9 Score:
Customer Comments: CUSTOMER STATED THEY ARE OUTSTANDING AND DO A VERY GOOD JOB BUT THIS WAS THE THIRD TIME THE BMW HAD COME IN FOR THE SAME PROBLEM WITH THE CD PLAYER WITHIN A YEAR AND A HALF. HE SAID HE WOULD LIKE TO BE CONTACTED BY SOMEONE FROM BMW NA AT 732-905-1705 ABOUT T



Customer Service Request Detail # S00814204229

Activity Status:	Done	Activity Updated:	5/22/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/22/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/19/08 03:03AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/19/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/20/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/20/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code f		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00814703828

Customer

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

Service Request

Service Request #: S00814703828
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 5/26/08 02:06AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 5/26/08 02:06AM
 Assigned Dealer:
 Identified Dealer: Apple BMW of York
 Date Resolved:
 Resolve Rep:
 Date Closed: 5/29/08 05:24PM
 Close Rep: Dyer, Kristen
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): W [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: X3 3.0si
 Mileage:
 Sale: 2/12/07 12:00AM
 In Service Date: 2/12/07 12:00AM
 Production Date: 10/27/06 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	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
customer issue has been documented

Attachments

File Name	Comments



Customer Service Request Detail # S00814703828

Activity Status:	Done	Activity Updated:	5/26/08 02:06AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/26/08 02:06AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/26/08 02:06AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028665993
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 2539
Service Advisor Cust Pay Code: 4161
Service Advisor First Name: Michael
Service Advisor Last Name: Pracht
Service Tech SSN: 9941
Service Tech Cust Pay Code: 2012
Service Tech First Name: CARLTON
Service Tech Last Name: SIMMS
Repair Date: 04/22/2008
Customer Salutation:
Customer First Name: [REDACTED]
Customer Middle Name: A
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: WBXPC93467V [REDACTED]
VIN 7: W [REDACTED]
Invoice Number/RO Number: 123385
Call Disposition Code: CMP
Call Date: 05/22/2008
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: CUSTOMER WAS IN A HURRY. CUSTOMER STATED THE VISIT WAS FINE BUT HE HAS HAD SEVERAL PROBLEMS WITH THE ENGINEERING OF THE X3. TWICE WITH THE SOFTWARE OF THE TRANSMISSION AND THE AIR CONDITIONER COMPRESSOR WENT OUT ONCE. ALSO, THE OUTSIDE TEMPERATURE GAUGE MA



Customer Service Request Detail # S00814703828

Activity Status:	Done	Activity Updated:	5/29/08 05:23PM
Activity Type	Initial Customer Contact	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	5/29/08 05:20PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	spoke to customer		

Note Created: 5/29/08 05:21PM	Note Created By: Dyer, Kristen	Note Type: Initial Customer Contact
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ride on vehicle is bad. software issues with tranny. a/c condensor went out.	
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