



Customer Service Request Detail # 200734100261

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 1/31/07 12:00AM  
In Service Date: 1/31/07 12:00AM  
Production Date: 1/3/07 12:00AM

**Service Request**

Service Request #: 200734100261  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 12/7/07 11:26AM  
Created By: Ellis, Jeremy  
Rep Assigned: Ellis, Jeremy  
Date Assigned: 12/7/07 11:26AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 12/7/07 11:28AM  
Close Rep: Ellis, Jeremy  
Issue Note: adv Ipod adapter and CD changer are not compatible together / it is a and or situation.

**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 Ipod adapter and CD changer are not compatible together / it is a and or situation.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200734100261

Activity Status:	Done	Activity Updated:	12/7/07 11:27AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/7/07 11:27AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	adv Ipod adapter and CD changer are not compatible together / it is a and or situation.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200734400952

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/3/07 12:00AM  
In Service Date: 2/3/07 12:00AM  
Production Date: 1/19/07 12:00AM

**Service Request**

Service Request #: 200734400952  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 12/10/07 02:26PM  
Created By: Labatzky, Karen  
Rep Assigned: Labatzky, Karen  
Date Assigned: 12/10/07 02:26PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 12/10/07 02:29PM  
Close Rep: Labatzky, Karen  
Issue Note: alarm keeps going off for past 10 minutes

**Code Descriptions**

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

**Solution Notes**

Solution
Customer is going to drive it to Murray Motors for them to inspect

**Attachments**

File Name	Comments



Customer Service Request Detail # 200734400952

Activity Status:	Done	Activity Updated:	12/10/07 02:28PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	12/10/07 02:28PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	alarm keeps going off for past 10 minutes		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200736104190

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 12/21/07 12:00AM  
In Service Date: 12/21/07 12:00AM  
Production Date: 11/14/07 12:00AM

**Service Request**

Service Request #: 200736104190  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 12/27/07 06:10PM  
Created By: Edgin, Jennifer  
Rep Assigned: Edgin, Jennifer  
Date Assigned: 12/27/07 06:10PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 12/27/07 06:12PM  
Close Rep: Edgin, Jennifer  
Issue Note: CCI for assist w/voice commands.

**Code Descriptions**

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

**Solution Notes**

Solution
Writer provided available info and refered cust to dlr for additional assist.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200736104190

Activity Status:	Done	Activity Updated:	12/27/07 06:11PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	12/27/07 06:11PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	CCI for assist w/voice commands.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200800803439

**Customer**

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

**Vehicle**

Chassis # (US): LY34902  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage: 27,000  
Sale: 3/27/06 12:00AM  
In Service Date: 3/27/06 12:00AM  
Production Date: 1/11/06 12:00AM

**Service Request**

Service Request #: 200800803439  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 1/8/08 04:09PM  
Created By: Nos, Sonny  
Rep Assigned: Nos, Sonny  
Date Assigned: 1/8/08 04:09PM  
Assigned Dealer: Garlyn Shelton Imports  
Identified Dealer: Garlyn Shelton Imports  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/8/08 04:30PM  
Close Rep: Nos, Sonny  
Issue Note: cx grazed a curb at slow speeds, and the side, driver  
airbags came out. This happen 3 weeks ago.

**Code Descriptions**

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

**Solution Notes**

Solution
documented complaint for customer.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200800803439

Activity Status:	Done	Activity Updated:	1/8/08 04:27PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/8/08 04:10PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx grazed a curb at slow speeds, and the side, driver airbags came out. This happen 3 weeks ago.		
Note Created: 1/8/08 04:10PM		Note Created By: Nos, Sonny	
		Note Type: Customer Interaction	
<p>cx grazed a curb at slow speeds, and the side, driver airbags came out. cx was in a parking lot.. This happen 3 weeks ago. Cost 6000 for the repair.. cx has talked to the service manager.. cx filed an insurance claim on this.. cx is upset that it has take that much time for the vehicle to be fixed.. today he offered a loaner car. cx feels the sensor is faulty, and that it came out to fast.. No bodily injury occurred.. Vehicle is almost fixed at this time.. She is just calling to complain that the sensor is to sensitive..</p>			
Activity Status:	Done	Activity Updated:	1/8/08 04:29PM
Activity Type	Corporate Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	1/8/08 04:27PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	I talked to team lead c. henderson to see if this should be an spi. Because there was not bodily injury, and the insurance company had already filed		
Note Created: 1/8/08 04:28PM		Note Created By: Nos, Sonny	
		Note Type: Corporate Interaction	
<p>I talked to team lead c. henderson to see if this should be an spi. Because there was no bodily injury, and the insurance company had already filed a claim, this was not escalated. ... Cx is just upset at cost of repair, and how sensitive the sensor is..</p>			





Customer Service Request Detail # 200800804579

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 12/31/07 12:00AM  
In Service Date: 12/31/07 12:00AM  
Production Date: 8/30/07 12:00AM

**Service Request**

Service Request #: 200800804579  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 1/8/08 07:03PM  
Created By: Coil, Jarrod  
Rep Assigned: Coil, Jarrod  
Date Assigned: 1/8/08 07:03PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/8/08 07:04PM  
Close Rep: Coil, Jarrod  
Issue Note: cci seeking asst with voice command system

**Code Descriptions**

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

**Solution Notes**

Solution
adv cust on voice commands listed in manual. referred cust to serv for ongoing concerns with inop voice command system

**Attachments**

File Name	Comments



Customer Service Request Detail # 200800804579

Activity Status:	Done	Activity Updated:	1/8/08 07:04PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/8/08 07:04PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking asst with voice command system		
Note Created:		Note Created By:	Note Type:



**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 4/29/06 12:00AM  
In Service Date: 4/29/06 12:00AM  
Production Date: 3/29/06 12:00AM

**Service Request**

Service Request #: 200800900889  
Brand: BMW  
Type: Potential Lemon Law  
Current Status: Closed  
Date Opened: 1/9/08 09:48AM  
Created By: Zika, Debbie  
Rep Assigned: McDonald, Nancy  
Date Assigned: 1/9/08 02:21PM  
Assigned Dealer: Santa Monica BMW  
Identified Dealer: Santa Monica BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/14/08 03:45PM  
Close Rep: McDonald, Nancy  
Issue Note: Berkovich-Atty Ltr CA Lemon; repeat issue SES, DME  
replcd, engn stalls, no start, SRS

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	ENGINE - INTERNAL & EXT	1106	ENGINE DIES
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO
SV05	REPLACEMENT/REPURCHASE REQUEST (L	INSTRUMENTS, GAUGES,	6201	SERVICE INDICATOR

**Solution Notes**

Solution
repurchase denied

**Attachments**

File Name	Comments
[REDACTED] Veh Docs [REDACTED] ROs [REDACTED] Defect Not [REDACTED] denial	



Customer Service Request Detail # 200800900889

Activity Status:	Done	Activity Updated:	1/9/08 02:57PM
Activity Type	General	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/9/08 09:51AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Berkovich-Atty Ltr CA Lemon; repeat issue SES, DME replcd, engn stalls, no start, SRS		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/9/08 02:57PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/9/08 02:56PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	acknowledgement to attorney		
Note Created: 1/9/08 02:56PM		Note Created By: McDonald, Nancy	Note Type: Customer's Attorney
<p>From: McDonald Nancy, V4-US-A-51 Sent: Wednesday, January 09, 2008 2:56 PM To: 'Garv Berkovich' Subject: [REDACTED] L [REDACTED] RE: Client [REDACTED] 2006 BMW X5 L [REDACTED] Dear Counsel: Your office contacted BMW of North America, LLC on behalf of your client Sarkis Simidyan 2006 BMW X5. Senior members of BMW's management team are now reviewing the owner history and service records for this vehicle. We will soon contact you to discuss the findings and recommendations. We thank you for your cooperation in bringing a fair and prompt resolution to this concern. Sincerely, Nancy McDonald Customer Relations &amp; Service Telephone: 201-263-8225 800-831-1117 ext 8225 Fax: 201-930-8484 Mailing Address: PO Box 1227 Westwood, NJ 07675-1227</p>			



Customer Service Request Detail # 200800900889

Activity Status:	Done	Activity Updated:	1/9/08 03:16PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/9/08 03:15PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	critical to market team		
Note Created: 1/9/08 03:16PM      Note Created By: McDonald, Nancy      Note Type: Field Interaction			
<p>From: McDonald Nancy, V4-US-A-51 Sent: Wednesday, January 09, 2008 3:08 PM To: Embree Bill, V4-US-V-34; Haji Sadir, V4-US-V-32; McCaffrey Fran, V4-J-7; Huzyak Ed, V4-US-V-3-A Subject: Critical [REDACTED] L [REDACTED] 2006 X5 Santa Monica</p> <p>[REDACTED] Garv Berkovich-attorney [REDACTED] 2006 X5 Santa Monica BMW</p> <p>Attached the new attorney letter received for this customer. We denied the repurchase request on this vehicle in November when he had his 1st attorney. I don't see any repairs done after Oct so I assume a denial letter should be sent out. Let me know ,thanks</p> <p>Sincerely,</p> <p>Nancy McDonald Customer Relations &amp; Service</p> <p>Telephone: 201-263-8225 800-831-1117 ext 8225 Fax: 201-930-8484 Mailing Address: PO Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	1/11/08 10:39AM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 10:38AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to Bill AMM and Mike RTE		
Note Created: 1/11/08 10:39AM      Note Created By: McDonald, Nancy      Note Type: Field Interaction			



Customer Service Request Detail # 200800900889

From: McDonald Nancy, V4-US-A-51  
Sent: Friday, January 11, 2008 10:39 AM  
To: Embree Bill, V4-US-V-34; McCaffrey Michael, V4-US-V-33  
Subject: FW: Critical [REDACTED] L [REDACTED] 2006 X5 Santa Monica

Bill and Mike

What is the decision about sending out a denial letter?

Nancy

Activity Status:	Done	Activity Updated:	1/14/08 08:16AM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/14/08 08:15AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Bill Embree		

Note Created: 1/14/08 08:15AM

Note Created By: McDonald, Nancy

Note Type: Field Interaction

From: Embree Bill, V4-US-V-34  
Sent: Friday, January 11, 2008 7:16 PM  
To: McDonald Nancy, V4-US-A-51  
Subject: RE: Critical [REDACTED] L [REDACTED] 2006 X5 Santa Monica

If this is a tampered vehicle and the history supports this, then send him a denial letter.

William Embree  
Aftersales Market Manager  
Market 33  
Cell # 213-999-1048  
Fax # 562-431-2633

Activity Status:	Done	Activity Updated:	1/14/08 08:17AM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/14/08 08:16AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Mike RTE		

Note Created: 1/14/08 08:16AM

Note Created By: McDonald, Nancy

Note Type: Field Interaction



Customer Service Request Detail # 200800900889

From: McCaffrey Michael, V4-US-V-33  
Sent: Friday, January 11, 2008 10:22 PM  
To: McDonald Nancy, V4-US-A-51  
Cc: Embree Bill, V4-US-V-34  
Subject: RE: Critical [REDACTED] 2006 X5 Santa Monica

Hi Nancy,

I agree that if the goodwill repairs don't count we should send a denial letter.

Bill, please note that SM performed 3 separate warranty repairs since we flagged the vin back in 3/07.  
We need to talk to them during our next visit.

Regards,

Michael McCaffrey  
Regional Technical Engineer  
BMW of North America  
Western Region  
Market 32  
(310) 922-0159 (mobile)  
(310) 452-9015 (fax)

Activity Status:	Done	Activity Updated:	1/14/08 09:24AM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/14/08 09:23AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	denial letter to attorney		

Note Created: 1/14/08 09:23AM

Note Created By: McDonald, Nancy

Note Type: Field Interaction

From: NEW ShareScan  
Sent: Monday, January 14, 2008 8:48 AM  
To: McDonald Nancy, V4-US-A-51  
Subject: Scanned document from NEW ShareScan (ShareScan)

Activity Status:	Done	Activity Updated:	1/14/08 03:38PM
Activity Type	General	Activity Updated By:	Pascale, Audrey
Activity Assigned To:	Pascale, Audrey	Email From:	
Activity Created:	1/14/08 03:38PM	Email To:	
Activity Created By:	Pascale, Audrey		
Activity Description:	FED EX #7997 8407 1157 1/14/08		

Note Created:

Note Created By:

Note Type:



Customer Service Request Detail # 200801402691

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/5/07 12:00AM  
In Service Date: 2/5/07 12:00AM  
Production Date: 1/28/07 12:00AM

**Service Request**

Service Request #: 200801402691  
Brand: BMW  
Type: Potential Lemon Law  
Current Status: Closed  
Date Opened: 1/14/08 01:42PM  
Created By: Vlaovich, Leonora  
Rep Assigned: Mauthe, Liz  
Date Assigned: 1/14/08 02:15PM  
Assigned Dealer:  
Identified Dealer: Fields BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/17/08 01:24PM  
Close Rep: Mauthe, Liz  
Issue Note: DEFECT NOTIFICATION - problems with iDrive system.

**Code Descriptions**

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

**Solution Notes**

Solution
Letter was written by juvenile son, parent unaware, conf. there was no problem w/this car.

**Attachments**

File Name	Comments
SHAKIR	





Customer Service Request Detail # 200801402691

Activity Status:	Done	Activity Updated:	1/15/08 11:27AM
Activity Type	General	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/14/08 01:43PM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	DEFECT NOTIFICATION - problems with IDrive system.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/15/08 11:27AM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/15/08 11:26AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called cust and left msg.		
Note Created: 1/15/08 11:26AM		Note Created By: Mauthe, Liz	
		Note Type: Customer Interaction	
Cust. was give lease payment to compensate for inconvenience, now wants us to take car back.			
Activity Status:	Done	Activity Updated:	1/17/08 09:03AM
Activity Type	Corporate Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/17/08 09:03AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called cust at home and cell, left msg.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/17/08 01:06PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/17/08 01:06PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Complaint was sent by the son, who is 18 and in school. I have left two msg. for the parents but they have not returned my phone call.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/17/08 01:24PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/17/08 01:13PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See Notes		
Note Created: 1/17/08 01:19PM		Note Created By: Mauthe, Liz	
		Note Type: Customer Interaction	



**Customer Service Request Detail # 200801402691**

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<p>Letter was sent in by 18 yr. old son,. After several attempt I finally reached him (he was in school at the time and called me after class). I asked him if there was a current problem with the car and he said no, but he feels BMW should give him a new one because of the problems he had. I asked him for his parents phone number, which he gave me. I spoke to the father who had no idea his son sent me a letter, acknowledged that he had no problems w/the car and indeed had received a lease payment from us. He apologized for his son's letter and adv. me to close the case.</p>	
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Customer Service Request Detail # 200801802784

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 5,400  
Sale: 6/23/07 12:00AM  
In Service Date: 6/23/07 12:00AM  
Production Date: 6/7/07 12:00AM

**Service Request**

Service Request #: 200801802784  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 1/18/08 03:53PM  
Created By: Collins, Dan  
Rep Assigned: Collins, Dan  
Date Assigned: 1/18/08 03:53PM  
Assigned Dealer:  
Identified Dealer: Murray BMW of Denver  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/18/08 03:57PM  
Close Rep: Collins, Dan  
Issue Note: cust stts vehicle has various concerns, bass from radio, sunroof not closing, wind noise.

**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	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4102	WIND NOISE

**Solution Notes**

Solution
cust has not brought up sunroof and radio concerns with dealer. wrtr advsd he would have to have dealer diagnose and resolve.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200801802784

Activity Status:	Done	Activity Updated:	1/18/08 03:57PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	1/18/08 03:57PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust stts vehicle has various concerns, bass from radio, sunroof not closing, wind noise.		
Note Created: 1/18/08 03:57PM		Note Created By: Collins, Dan	
		Note Type: Customer Interaction	
cust has not brought up sunroof and radio concerns with dealer. wrtr advsd he would have to have dealer diagnose and resolve.			



Customer Service Request Detail # 200802103631

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage: 7,000  
Sale: 10/5/07 12:00AM  
In Service Date: 10/5/07 12:00AM  
Production Date: 9/5/07 12:00AM

**Service Request**

Service Request #: 200802103631  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 1/21/08 04:46PM  
Created By: Cavin, Doug  
Rep Assigned: Cavin, Doug  
Date Assigned: 1/21/08 04:46PM  
Assigned Dealer:  
Identified Dealer: Passport BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/21/08 04:47PM  
Close Rep: Cavin, Doug  
Issue Note: ALARM-cust needs help shutting off. Wrtr helped cust turn off int motion snsr, solved alarm

**Code Descriptions**

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

**Solution Notes**

Solution
ALARM-cust needs help shutting off. Wrtr helped cust turn off int motion snsr, solved alarm

**Attachments**

File Name	Comments



Customer Service Request Detail # 200802103631

Activity Status:	Done	Activity Updated:	1/21/08 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	1/21/08 04:46PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	ALARM-cust needs help shutting off. Wrtr helped cust turn off int motion snsr, solved alarm		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200803104249

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 1/4/08 12:00AM  
In Service Date: 1/4/08 12:00AM  
Production Date: 12/12/07 12:00AM

**Service Request**

Service Request #: 200803104249  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 1/31/08 05:24PM  
Created By: Coil, Jarrod  
Rep Assigned: Coil, Jarrod  
Date Assigned: 1/31/08 05:24PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/31/08 05:25PM  
Close Rep: Coil, Jarrod  
Issue Note: cci seeking tech asst to turn off alarm

**Code Descriptions**

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

**Solution Notes**

Solution
asst cust with turnoff of alarm system

**Attachments**

File Name	Comments



Customer Service Request Detail # 200803104249

Activity Status:	Done	Activity Updated:	1/31/08 05:25PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	1/31/08 05:24PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking tech asst to turn off alarm		
Note Created:		Note Created By:	Note Type:





Customer Service Request Detail # 200803600979

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 9/24/07 12:00AM  
In Service Date: 9/24/07 12:00AM  
Production Date: 9/6/07 12:00AM

**Service Request**

Service Request #: 200803600979  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/5/08 10:31AM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 2/5/08 10:31AM  
Assigned Dealer: BMW of Fairfax  
Identified Dealer: BMW of Fairfax  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/5/08 12:37PM  
Close Rep: Harris, Ryan  
Issue Note: Cust states iDrive system is failing. Cust states veh in to dealer once.

**Code Descriptions**

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

**Solution Notes**

Solution
Left VM for SM Mike to call cust back.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200803600979

Activity Status:	Done	Activity Updated:	2/5/08 10:39AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/5/08 10:32AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states dealer not able to diagnose. Cust states when he brings veh in to dealer issue is not happening. Cust states he wants out of veh.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/5/08 12:34PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/5/08 12:24PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states the dealer has not been able to diagnose issue. Writer advised dealer must verify issue. Cust asked for SM to follow up.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/5/08 12:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/5/08 12:35PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for SM Mike to call cust back.		
Note Created:		Note Created By:	



Customer Service Request Detail # 200803700593

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 10,000  
Sale: 5/12/07 12:00AM  
In Service Date: 5/12/07 12:00AM  
Production Date: 5/3/07 12:00AM

**Service Request**

Service Request #: 200803700593  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/6/08 10:51AM  
Created By: Klinger, Molly  
Rep Assigned: Davis, Allison  
Date Assigned: 2/6/08 11:01AM  
Assigned Dealer:  
Identified Dealer: Autobahn Motorcars  
Date Resolved: 2/26/08 08:24PM  
Resolve Rep: NET, DCS  
Date Closed: 2/29/08 04:58PM  
Close Rep: Davis, Allison  
Issue Note: writer advised the radio display is still not working

**Code Descriptions**

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

**Solution Notes**

Solution

NEED TO GET CUSTOMER BACK IN IF HE IS STILL EXPERIENCING A PROBLEM. WE COULDN'T FIND A PROBLEM.

Wrtr lvm for cust, adv that at this time veh seems to be performing fine adv in future if veh does go into serv for long period would be happy to chk compensation avail.

If customer still has a problem, then he needs to bring it in. Will be glad to assist customer in anyway!!

SEE LAST COMMENTS, CASE CLOSED UNLESS THERE IS STILL AN ISSUE

Wrtr adv no compensation unfortunately, adv would like to offer e-cert.  
Sent cust certificate - Confirmation #3540ZET

**Attachments**

File Name	Comments



Customer Service Request Detail # 200803700593

Activity Status:	Done	Activity Updated:	2/6/08 10:59AM
Activity Type	Customer Interaction	Activity Updated By:	Klinger, Molly
Activity Assigned To:	Klinger, Molly	Email From:	
Activity Created:	2/6/08 10:55AM	Email To:	
Activity Created By:	Klinger, Molly		
Activity Description:	writer advised the radio display is still not working		
Note Created: 2/6/08 10:56AM		Note Created By: Klinger, Molly	
Note Type: Customer Interaction			
<p>cust sttd that his radio display is still malfunctioning. cust sttd that it has been doing this for quite some time. cust sttd that it took a little while to get an app at Dallas with a rental so he was in on Jan.26th. cust sttd that Dallas advised they are ordering a new part for the front differential and it could take up to a month but he is in the vehicle. cust sttd that just recently his brake/parking brake light is also on. cust sttd that he purchased this vehicle from Autobahn but is servicing it about Dallas. cust sttd that he thinks he has about 10k miles. cust sttd that he has taken the vehicle in 6 times in the last year. cust sttd that this is his first BMW and he it hasn't been a great experience.</p>			
Activity Status:	Done	Activity Updated:	2/6/08 02:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/6/08 02:08PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr contacted sm John at dlr,		
Note Created: 2/6/08 02:10PM		Note Created By: Davis, Allison	
Note Type: Dealer Interaction			
front differential case leaking, radio goes off while driving but was not able to verify. Jan 28 - 08 1 day down.			
Activity Status:	Done	Activity Updated:	2/6/08 06:43PM
Activity Type	General	Activity Updated By:	Davis, Allison
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	2/6/08 05:43PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 2/6/08 05:43PM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 26731 on Wed Feb 06 17:43:36 EST 2008			
Activity Status:	Done	Activity Updated:	2/7/08 05:24PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/7/08 05:21PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr f/u with cust, adv still working on case for him and would f/u when further info is rec'd. cust stts if can be fixed, great. but cust stts if not		
Note Created: 2/7/08 05:22PM		Note Created By: Davis, Allison	
Note Type: Customer Interaction			
would like to look at a new vehicle.			



Customer Service Request Detail # 200803700593

Activity Status:	Done	Activity Updated:	2/7/08 05:27PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/7/08 05:24PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr f/u with sd John again to adv that appears in DCS that cust has had 21 days before the january visit.		
Note Created: 2/7/08 05:26PM		Note Created By: Davis, Allison	
		Note Type: Dealer Interaction	
adv John that cust has advised if issue can't be resolved would like to chk into a new vehicle. Requested call back with further information.			
Activity Status:	Done	Activity Updated:	2/11/08 09:29AM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/11/08 09:29AM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Rec'd vm from John Witt, stts only has 1 RO ticket on this customer. adv to cb for further info. veh was at autoban as well.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/14/08 05:33PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/14/08 05:26PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr contacted John Witt to follow up, 1 RO at bmw of dallas, rest at Autoban.		
Note Created: 2/14/08 05:28PM		Note Created By: Davis, Allison	
		Note Type: Dealer Interaction	
Spoke with John, he stts that 3 ROs at Autoban. 1st repair on 5/12/07 with 5 miles, nav system. 7/19/07 for nav system. 8/31/07 was central locking system. John went over history and days down and says maybe there are about 5 days for this customer.			
Activity Status:	Done	Activity Updated:	2/18/08 05:55PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/18/08 05:54PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr f/u with cust, adv that at this time we feel the veh is performing as it should but adv if takes veh in any more in future to f/u and we can chk		
Note Created: 2/18/08 05:54PM		Note Created By: Davis, Allison	
		Note Type: Customer Interaction	
into compensation. prov personal ext and cb number for future reference.			



Customer Service Request Detail # 200803700593

Activity Status:	Done	Activity Updated:	2/20/08 02:29PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/20/08 02:23PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr spoke with customer, adv would spk with dealer about recalls. cust stts brake light came on thinks he has recall 07v-391.		
Note Created: 2/20/08 02:28PM		Note Created By: Davis, Allison	
		Note Type: Customer Interaction	
Cust stts found another recall going on with ground cables. adv would see if compensation could be given.			
Activity Status:	Done	Activity Updated:	2/25/08 05:32PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/25/08 05:30PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr contacted serv manager Richard at Autoban, lvm requested call back when available.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/25/08 05:55PM
Activity Type	Dealer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/25/08 05:48PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr spoke with Richard, service manager. Please see notes.		
Note Created: 2/25/08 05:49PM		Note Created By: Davis, Allison	
		Note Type: Dealer Interaction	
Richard states that in July 07, vehicle was there 13 days which was because of puma case. Asked Richard if he thought customer should get a lease payment on the basis of the time down, richard stts doesnt see anything on repair history that just shocks him. Unfortunately, this issue does occur with these vehicles soemtimes and they do need reprogrammed sometimes.			
Activity Status:	Done	Activity Updated:	2/29/08 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	2/29/08 04:42PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr f/u with cust, adv unfortunately no gw could be given but would like to ext offer for an e-cert in amnt of \$100. Cust thanked.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200803700593

Activity Status:	Done	Activity Updated:	2/29/08 04:56PM
Activity Type	eGift Certificate	Activity Updated By:	Davis, Allison
Activity Assigned To:	Henderson, Carlos	Email From:	
Activity Created:	2/29/08 04:47PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Wrtr put in request to Carlos Henderson for e-cert to be sent to cust in amnt of \$100.		
Note Created: 2/29/08 04:48PM		Note Created By: Davis, Allison	
		Note Type: eGift Certificate	
<p>Hi Carlos,</p> <p>I was curious if you would be able to send my customer an e-certificate please? If we could I would like it to be in the amount of \$100.00. I have included below all of his information.</p> <p>[REDACTED]</p> <p>5UXFE43517L [REDACTED]</p> <p>This is this customer's first BMW and unfortunately had to take it in a few months after purchasing for display issues, resulting in the vehicle needing to be reprogrammed and was down for a few days. I think it would be a good idea to provide him with an e-certificate just to show we do care. He has accepted my offer for the e-certificate.</p> <p>Thank you Carlos! :)</p> <p>Kind Regards,</p> <p>Allison Davis Customer Relations and Services MINI Specialist</p> <p>Phone Number (614) 718-6945 (800) 831-1117*6945 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	2/29/08 04:56PM
Activity Type	eGift Certificate	Activity Updated By:	Henderson, Carlos
Activity Assigned To:	Henderson, Carlos	Email From:	
Activity Created:	2/29/08 04:56PM	Email To:	
Activity Created By:	Henderson, Carlos		
Activity Description:	Sent cus a \$100 Egift certificate Confirmation#3540ZET.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200803703352

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage: 4,800  
Sale: 7/31/07 12:00AM  
In Service Date: 7/31/07 12:00AM  
Production Date: 6/28/07 12:00AM

**Service Request**

Service Request #: 200803703352  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/6/08 05:39PM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 2/6/08 05:39PM  
Assigned Dealer: BMW of Sterling  
Identified Dealer: BMW of Sterling  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/4/08 11:58AM  
Close Rep: Harris, Ryan  
Issue Note: Cust states the iDrive screen flickers on and off then goes black. Cust states veh in four times.

**Code Descriptions**

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

**Solution Notes**

Solution
SM Brian states he will call AMM and the call cust to set up appt with FSE.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200803703352

Activity Status:	Done	Activity Updated:	2/6/08 05:50PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/6/08 05:40PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states the iDrive screen flickers on and off then goes black. Cust states veh in four times. Cust states she'd like another vehicle.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/8/08 04:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/8/08 04:06PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left message with Elizabeth for SM to call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/11/08 12:15PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/11/08 12:15PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Brian left VM for writer to call back. 571.434.1944 x1200		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/12/08 10:41AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/12/08 10:31AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Brian states veh in four time, three PUMA cases. SM states issue never duplicated. SM states he will run the case by AMM.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/14/08 02:34PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/14/08 02:34PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for cust advising that SM Brian is looking into the case.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200803703352

Activity Status:	Done	Activity Updated:	2/19/08 10:11AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/19/08 10:11AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left message with Elizabeth for SM Brian to call back.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/22/08 02:39PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/22/08 02:37PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left message for SM Brian to call back.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/26/08 03:01PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/26/08 03:01PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Writer left VM for cust advising BMWNA still waiting to hear from SM Brian.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/26/08 03:07PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/26/08 03:07PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for SM Brian to call back.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	2/29/08 10:43AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/29/08 10:43AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Brian left VM for writer to call back on cell. 703.868.3309		
Note Created:		Note Created By:	



Customer Service Request Detail # 200803703352

Activity Status:	Done	Activity Updated:	3/4/08 11:58AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/4/08 11:58AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Brian states he will call AMM and the call cust to set up appt with FSE.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200803803775

**Customer**

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

**Vehicle**

Chassis # (US): L007213  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 1/18/08 12:00AM  
In Service Date: 1/18/08 12:00AM  
Production Date: 12/12/07 12:00AM

**Service Request**

Service Request #: 200803803775  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 2/7/08 06:30PM  
Created By: Ellis, Jeremy  
Rep Assigned: Ellis, Jeremy  
Date Assigned: 2/7/08 06:30PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/7/08 06:31PM  
Close Rep: Ellis, Jeremy  
Issue Note: Adv how to turn off radio after vehicle has been powered down.

**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 how to turn off radio after vehicle has been powered down.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200803803775

Activity Status:	Done	Activity Updated:	2/7/08 06:31PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	2/7/08 06:30PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Adv how to turn off radio after vehicle has been powered down.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200804501984

**Customer**

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

**Vehicle**

Chassis # (US): LZ37027  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale:  
In Service Date: 3/8/07 12:00AM  
Production Date: 1/17/07 12:00AM

**Service Request**

Service Request #: 200804501984  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 2/14/08 01:49PM  
Created By: Phommaseng, Dee  
Rep Assigned: Phommaseng, Dee  
Date Assigned: 2/14/08 01:49PM  
Assigned Dealer:  
Identified Dealer: Pacific BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/14/08 01:51PM  
Close Rep: Phommaseng, Dee  
Issue Note: Mr. Lalani ci inquired if veh has the premium sound  
pckge option on veh.

**Code Descriptions**

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

**Solution Notes**

Solution
wtr apolog & adv CR does not hav this info, reprd cust to dlr to find out what options veh came with. wtr provided dlr phone # to cust.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200804501984

Activity Status:	Done	Activity Updated:	2/14/08 01:50PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	2/14/08 01:50PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	Mr. Lalani ci inquired if veh has the premium sound pckge option on veh.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200804901512

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/23/06 12:00AM  
In Service Date: 12/23/06 12:00AM  
Production Date: 12/11/06 12:00AM

**Service Request**

Service Request #: 200804901512  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/18/08 11:31AM  
Created By: Smith, Heath  
Rep Assigned: Smith, Heath  
Date Assigned: 2/18/08 11:31AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/18/08 11:35AM  
Close Rep: Smith, Heath  
Issue Note: Cci with questions concerning the pass side air bag function.

**Code Descriptions**

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

**Solution Notes**

Solution
Writer advised cust pass side air bag has a safety feature that deactivates pass side air bag when a low weight object is detected by sensor.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200804901512

Activity Status:	Done	Activity Updated:	2/18/08 11:35AM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	2/18/08 11:35AM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cci with questions concerning the pass side air bag function.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200805003126

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 9/30/07 12:00AM  
In Service Date: 4/2/07 12:00AM  
Production Date: 12/1/06 12:00AM

**Service Request**

Service Request #: 200805003126  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/19/08 02:19PM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 2/19/08 02:19PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/19/08 02:30PM  
Close Rep: Harris, Ryan  
Issue Note: Cust states the iDrive system shuts off when he's on a trip of an hour or more.

**Code Descriptions**

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

**Solution Notes**

Solution
Cust states dealer offered to drive veh for an hour to try to duplicate. Cust states he doesn't want to do that. Cust states he doesn't want to bring vehicle in when it's having an issue. Writer apologized and advised complaint would be documented.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200805003126

Activity Status:	Done	Activity Updated:	2/19/08 02:29PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	2/19/08 02:20PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states vehicle has been in 5times and dealer hasn't been able to diagnose. Cust states dealer wants him to bring veh in when it's having issue.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200805803164

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage: 100  
Sale: 12/31/07 12:00AM  
In Service Date: 12/31/07 12:00AM  
Production Date: 12/5/07 12:00AM

**Service Request**

Service Request #: 200805803164  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 2/27/08 03:52PM  
Created By: Phommaseng, Dee  
Rep Assigned: Phommaseng, Dee  
Date Assigned: 2/27/08 03:52PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/27/08 03:55PM  
Close Rep: Phommaseng, Dee  
Issue Note: alarm on veh going off while cust is driving veh, will not turn off

**Code Descriptions**

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

**Solution Notes**

Solution  
wtr suggstd cust to pull over safely when able to, turn off engine let veh sit for a few mins & turn veh bck on. cust tried this & alarm turned off. wtr reprd cust to dlr shld this occur again to chk system.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200805803164

Activity Status:	Done	Activity Updated:	2/27/08 03:54PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	2/27/08 03:54PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	alarm on veh going off while cust is driving veh, will not turn off		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200806004198

**Customer**

Name: Mr. [REDACTED]  
Preferred Communication Method:  
Work #: [REDACTED]  
Home #:  
Cell #:  
Street Address: [REDACTED]  
Apt/Ste: Unit 702  
City/State/Zip: Chino Hills, CA [REDACTED]

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 13,000  
Sale: 4/8/07 12:00AM  
In Service Date: 4/8/07 12:00AM  
Production Date: 2/11/07 12:00AM

**Service Request**

Service Request #: 200806004198  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 2/29/08 08:11PM  
Created By: Bogdanovitch, Jason  
Rep Assigned: Bogdanovitch, Jason  
Date Assigned: 2/29/08 08:11PM  
Assigned Dealer:  
Identified Dealer: BMW of Monrovia  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/29/08 08:57PM  
Close Rep: Bogdanovitch, Jason  
Issue Note: Having problems with the i-drive issue.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Advised SM will speak to Shop foreman to resolve issue.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200806004198

Activity Status:	Done	Activity Updated:	2/29/08 08:24PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	2/29/08 08:11PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Having problems with the i-drive issue.		
Note Created: 2/29/08 08:11PM		Note Created By: Bogdanovitch, Jason	
		Note Type: Customer Interaction	
<p>The i-drive feature freezes on/off. He pre paid his lease. He wants to get out of the vehicle. The dealer advised to take a video of the issue and send it to them. He has and not heard from the center.</p> <p>Ret # 909-630-9726</p>			
Activity Status:	Done	Activity Updated:	2/29/08 08:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	2/29/08 08:23PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Left Jerry Litton SM a vm regarding customer's issues.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/29/08 08:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	2/29/08 08:42PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Sm Jerry Litton Sm called. He has one complaint regarding the Navigation.		
Note Created: 2/29/08 08:43PM		Note Created By: Bogdanovitch, Jason	
		Note Type: Dealer Interaction	
<p>He will call customer regarding issue. He only has one time on a RO. The cusotmer complained about the issue. He will have the SA call the customer.</p>			



Customer Service Request Detail # 200806601989

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 12/15/06 12:00AM  
In Service Date: 12/15/06 12:00AM  
Production Date: 12/9/06 12:00AM

**Service Request**

Service Request #: 200806601989  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 3/6/08 12:54PM  
Created By: Capossela, Korrine  
Rep Assigned: Capossela, Korrine  
Date Assigned: 3/6/08 12:54PM  
Assigned Dealer: VOB Auto Sales  
Identified Dealer: VOB Auto Sales  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/6/08 01:06PM  
Close Rep: Capossela, Korrine  
Issue Note: cust sttd veh broke down and dlr did nothing to help them

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
GM speaking a cust to resolve issue

**Attachments**

File Name	Comments





Customer Service Request Detail # 200806601989

Activity Status:	Done	Activity Updated:	3/6/08 01:02PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	3/6/08 12:54PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cust sttd veh broke down and dlr did nothing to help them		
Note Created: 3/6/08 12:55PM		Note Created By: Capossela, Korrine	
		Note Type: Customer Interaction	
<p>cust sttd there have been issues w the glove compartment, the TPM sensor, the heat, the radio cust calls RSA yesterday and cust is angry veh has just been sitting there and noone has done anything. writer advised cust that if veh was towed in yesterday, it is possible that the dlr had scheduled appts and that is why they have not been able to look at the vehicle. cust sttd he doesn't care and this is unacceptable. writer apologized. cust req that wrtier call GM for him and tell him that cust will be calling. writer advised she will.</p>			
Activity Status:	Done	Activity Updated:	3/6/08 01:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	3/6/08 01:02PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	called GM, Jed, receptionist advised jed is speakingw cust now		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200807001085

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 4/28/06 12:00AM  
In Service Date: 4/28/06 12:00AM  
Production Date: 2/22/06 12:00AM

**Service Request**

Service Request #: 200807001085  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 3/10/08 10:33AM  
Created By: Dyer, Kristen  
Rep Assigned: Dyer, Kristen  
Date Assigned: 3/10/08 10:33AM  
Assigned Dealer: Hunterdon BMW  
Identified Dealer: Hunterdon BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/12/08 01:23PM  
Close Rep: Dyer, Kristen  
Issue Note: airbag, pass and pass rear window airbag deployed. why opened and did it open properly?

**Code Descriptions**

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

**Solution Notes**

Solution
customer states that bmw paid for parts, repair and rental

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807001085

Activity Status:	Done	Activity Updated:	3/10/08 10:45AM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	3/10/08 10:35AM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	airbag, pass and pass rear window airbag deployed. why opened and did it open properly?		
Note Created: 3/10/08 10:44AM		Note Created By: Dyer, Kristen	
		Note Type: Customer Interaction	
cb request either on work, 908-306-8045 or cell			
Activity Status:	Done	Activity Updated:	3/10/08 10:43AM
Activity Type	Dealer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	3/10/08 10:43AM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	call to brian monohan. VM left to discuss, cb requested		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/10/08 04:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	3/10/08 04:50PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	brian from dealer said if vehicle in accident then airbag research needs to be done from insurance rep. if no accident then brian can contact RTE		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/12/08 01:22PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	3/12/08 01:06PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	call to 908-306-8045 , customer states it was resolved and bmw took care of cost		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200807101411

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 10/19/07 12:00AM  
In Service Date: 10/19/07 12:00AM  
Production Date: 9/19/07 12:00AM

**Service Request**

Service Request #: 200807101411  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 3/11/08 11:38AM  
Created By: Mazanec, Carrie  
Rep Assigned: Mazanec, Carrie  
Date Assigned: 3/11/08 11:38AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/11/08 11:46AM  
Close Rep: Mazanec, Carrie  
Issue Note: Airbag non-deployment

**Code Descriptions**

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

**Solution Notes**

Solution
Closed. Refer to Special Product Investigation for resolution.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807101411

Activity Status:	Done	Activity Updated:	3/11/08 11:46AM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	3/11/08 11:38AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Airbag non-deployment		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200807201286

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 11/10/07 12:00AM  
In Service Date: 11/10/07 12:00AM  
Production Date: 10/11/07 12:00AM

**Service Request**

Service Request #: 200807201286  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 3/12/08 11:38AM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 3/12/08 11:38AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/12/08 11:40AM  
Close Rep: Harris, Ryan  
Issue Note: Cust states she was sitting in the veh and the alarm went off.

**Code Descriptions**

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

**Solution Notes**

Solution
Writer advised cust how to turn off alarm. Cust was able to turn the alarm off.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807201286

Activity Status:	Done	Activity Updated:	3/12/08 11:40AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/12/08 11:39AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states she was sitting in the veh and the alarm went off.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200807300464

**Customer**

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

**Vehicle**

Chassis # (US): L013144  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 8,060  
Sale: 5/31/07 12:00AM  
In Service Date: 5/31/07 12:00AM  
Production Date: 5/29/07 12:00AM

**Service Request**

Service Request #: 200807300464  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 3/13/08 09:17AM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 3/13/08 09:17AM  
Assigned Dealer: BMW of Nashville  
Identified Dealer: BMW of Nashville  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/17/08 03:31PM  
Close Rep: Harris, Ryan  
Issue Note: Cust states that the vehicle has been brought in seven times for air bag light.

**Code Descriptions**

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

**Solution Notes**

Solution  
Writer advised the veh does not qualify at this time. Cust states he will call back if he has further issues.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200807300464

Activity Status:	Done	Activity Updated:	3/13/08 09:26AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/13/08 09:18AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states he wants the vehicle fixed or he wants to be taken out of the vehicle. 615.604.5443		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/17/08 10:39AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/17/08 10:39AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for SM Wayne to call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/17/08 12:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/17/08 11:59AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	SM Wayne states he sees two legitimate visits and once for a part order. Not a buyback at this time.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/17/08 03:27PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/17/08 03:27PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Writer advised the veh does not qualify at this time. Cust states he will call back if he has further issues.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200807303561

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 12/11/07 12:00AM  
In Service Date: 12/11/07 12:00AM  
Production Date: 12/7/07 12:00AM

**Service Request**

Service Request #: 200807303561  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 3/13/08 05:19PM  
Created By: Noma, Masana  
Rep Assigned: Noma, Masana  
Date Assigned: 3/13/08 05:19PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/19/08 08:56AM  
Close Rep: Noma, Masana  
Issue Note: cci for air bag info.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL34	AIRBAG AWARENESS CAMPAIGN	GENERAL	0000	GENERAL
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

**Solution Notes**

Solution
writer adv to vist dealer and adv to avoid any passengers to sit in the passenger's seat.
writer adv to vist dealer and adv to avoid any passengers to sit in the passenger's seat.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807303561

Activity Status:	Done	Activity Updated:	3/13/08 05:22PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	3/13/08 05:20PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cci for air bag info.		
Note Created: 3/13/08 05:20PM		Note Created By: Noma, Masana	
		Note Type: Customer Interaction	
cci regarding air bag light. cust stated that "air bag turned off" light is turned on while her 140 lb daughter is in the passenger's seat. writer adv to vist dealer and adv to avoid any passengers to sit in the passenger's seat.			



Customer Service Request Detail # 200807400577

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 9/17/06 12:00AM  
In Service Date: 9/17/06 12:00AM  
Production Date: 8/9/06 12:00AM

**Service Request**

Service Request #: 200807400577  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 3/14/08 10:43AM  
Created By: Collins, Dan  
Rep Assigned: Collins, Dan  
Date Assigned: 3/14/08 10:43AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/14/08 10:46AM  
Close Rep: Collins, Dan  
Issue Note: cust inquiring what should trigger alarm system

**Code Descriptions**

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

**Solution Notes**

Solution
advsd cust on alarm triggers per owners manual

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807400577

Activity Status:	Done	Activity Updated:	3/14/08 10:45AM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/14/08 10:44AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust inquiring what should trigger alarm system		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200807901148

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 4.8i  
Mileage:  
Sale: 11/30/07 12:00AM  
In Service Date: 11/30/07 12:00AM  
Production Date: 10/15/07 12:00AM

**Service Request**

Service Request #: 200807901148  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 3/19/08 10:34AM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 3/19/08 10:34AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/19/08 10:37AM  
Close Rep: Harris, Ryan  
Issue Note: Alicia from BMW Assist states cust's alarm will not go off. She requests BMWNA contact cust.

**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
Left VM for cust to call back.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200807901148

Activity Status:	Done	Activity Updated:	3/19/08 10:37AM
Activity Type	Corporate Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/19/08 10:35AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Alicia from BMW Assist states cust's alarm will not go off. She requests BMWNA contact cust.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/08 10:37AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/19/08 10:36AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for cust to call back.		
Note Created:		Note Created By:	
		Note Type:	



**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/27/07 12:00AM  
In Service Date: 2/27/07 12:00AM  
Production Date: 2/10/07 12:00AM

**Service Request**

Service Request #: 200808003152  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 3/20/08 03:37PM  
Created By: Miller, Dan  
Rep Assigned: Miller, Dan  
Date Assigned: 3/20/08 03:37PM  
Assigned Dealer:  
Identified Dealer: BMW of the Main Line  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/20/08 03:43PM  
Close Rep: Miller, Dan  
Issue Note: cci - had problems with radio & navi.looking for closest BMW dealer as they may be able to repair.

**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 will call dealer for assistance as it appears to be electrical.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200808003152

Activity Status:	Done	Activity Updated:	3/20/08 03:43PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	3/20/08 03:43PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci - had problems with radio & navi.looking for closest BMW dealer as they may be able to repair.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200809302113

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage: 400  
Sale: 6/25/08 12:00AM  
In Service Date: 2/23/08 12:00AM  
Production Date: 2/13/08 12:00AM

**Service Request**

Service Request #: 200809302113  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 4/2/08 01:08PM  
Created By: Labatzky, Karen  
Rep Assigned: Labatzky, Karen  
Date Assigned: 4/2/08 01:08PM  
Assigned Dealer: BMW of Austin  
Identified Dealer: BMW of Austin  
Date Resolved: 4/9/08 02:45PM  
Resolve Rep: NET, DCS  
Date Closed: 4/11/08 12:47PM  
Close Rep: Labatzky, Karen  
Issue Note: Just purchased vehicle and has two visits at the dealer - Nav related

**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  
Vehicle repaired and delivered back to client.  
Dealer is doing a trade assist w/ the customer.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200809302113

Activity Status:	Done	Activity Updated:	4/2/08 01:41PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/2/08 01:11PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Just purchased vehicle and has two visits at the dealer - Nav related		
Note Created: 4/2/08 01:11PM		Note Created By: Labatzky, Karen	
Note Type: Customer Interaction			
<p>Advised that his SA told him to call BMWNA. He states that he's had the car less than the time it's been in the dealer. The car is there now and has been since Monday 3/31 - time before that was 9 days per davis but he stated the car was there for a week and a half.</p> <p>Will have to review to see what we can do and will get in touch with him after about 3-4 business days. POC is 512-554-4897. customer given my ext if he has additional questions.</p>			
Activity Status:	Done	Activity Updated:	4/2/08 01:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/2/08 01:40PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	left VM for Lonnie Plank, SM, (512) 343-3500 - lease payment and/or accessory, like Sat. Radio?		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	4/3/08 10:06AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/3/08 10:02AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Lonnie advised customer paid for car, request has gone to GSM		
Note Created: 4/3/08 10:05AM		Note Created By: Labatzky, Karen	
Note Type: Dealer Interaction			
<p>From: Labatzky Karen, SF4-US-S-5 Sent: Thursday, April 03, 2008 10:05 AM To: 'Plank,Lonnie' Subject: RE: [REDACTED] - L [REDACTED] - repeat navigation issue</p> <p>Lonnie,</p> <p>Do you have the ok to do any self authorization? I know some dealers don't...If you do, can you self authorize some amount, like \$500-\$1000 and/or a sat radio install?</p> <p>Thanks for getting back so quick.</p> <p>Karen</p>			
Note Created: 4/3/08 10:06AM		Note Created By: Labatzky, Karen	
Note Type: Dealer Interaction			



Customer Service Request Detail # 200809302113

From: Plank, Lonnie [mailto:iplank@penskeautomotive.com]  
Sent: Thursday, April 03, 2008 9:50 AM  
To: Labatzky Karen, SF4-US-S-5  
Cc: Jett, Chuck  
Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue

Karen,

We cant do a lease payment, the client paid cash for the vehicle. I have forwarded the request to our General Sales Manager Chuck Jett for his review.

Lonnie Plank

Service Manager

BMW of Austin

512-343-3551

iplank@penskeautomotive.com

Activity Status:	Done	Activity Updated:	4/3/08 10:24AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/3/08 10:24AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Lonnie is checking on the possibility of offering the Sat radio...		

Note Created: 4/3/08 10:24AM

Note Created By: Labatzky, Karen

Note Type: Dealer Interaction

From: Plank, Lonnie [mailto:iplank@penskeautomotive.com]  
Sent: Thursday, April 03, 2008 10:20 AM  
To: Labatzky Karen, SF4-US-S-5  
Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue

We are entertaining the SAT idea

Lonnie Plank

Service Manager

BMW of Austin

512-343-3551

iplank@penskeautomotive.com



Customer Service Request Detail # 200809302113

Activity Status:	Done	Activity Updated:	4/7/08 10:24AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/4/08 02:00PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	get update from Lonnie on Monday		

Note Created: 4/7/08 08:59AM	Note Created By: Labatzky, Karen	Note Type: Dealer Interaction
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From: Plank, Lonnie [mailto:iplank@penskeautomotive.com]  
Sent: Friday, April 04, 2008 5:59 PM  
To: Labatzky Karen, SF4-US-S-5  
Cc: Calamon, Jim V2-US-V-26; Jeff Chuck; Byers, Johnny; Tucker, Thad  
Subject: RE: [REDACTED] - repeat navigation issue

Karen, we have made the offer on a SAT radio. This frustrated the client, as he is not interested in a SAT radio or any type of gift certificate. He wants his vehicle fixed right and fixed now.

He insists on a guarantee that his vehicle will not break again. (which we cant do) He wants a trade assist or an extension of his factory warranty. (Not extended warranty)

By the way while we are currently doing the final program per PUMA that should fix his concerns the amplifier failed. Now we have more work to do on the vehicle.

Mr. Calamon, any suggestions? We have been fighting off a trade assist for about 1 week. We have been working on this vehicle since March 3rd. Keep in mind he paid cash for the vehicle, so lease payments are out.

Lonnie Plank  
Service Manager  
BMW of Austin  
512-343-3551  
iplank@penskeautomotive.com



Customer Service Request Detail # 200809302113

Activity Status:	Done	Activity Updated:	4/4/08 02:03PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/4/08 02:02PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	[REDACTED] - advised still working on this. Cust. also said that they are working on a steering wheel button.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/7/08 10:25AM
Activity Type	Field Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/08 10:24AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Jim C....		
Note Created: 4/7/08 10:24AM		Note Created By: Labatzky, Karen	Note Type: Field Interaction
<p>From: Calamon Jim, V2-US-V-26 Sent: Monday, April 07, 2008 10:23 AM To: 'Plank,Lonnie'; Labatzky Karen, SF4-US-S-5 Cc: Jett,Chuck; Bvers,Johnny; Tucker,Thad; Keitel Jim, V2-US-V-26 Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue</p> <p>Lonnie, you know what to do if need be. We have a simple process, just follow it and if need be trade the customer out.</p> <p>Best Regards J. R. Calamon</p>			
Activity Status:	Done	Activity Updated:	4/7/08 11:02AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/08 11:01AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Lonnie...proceeding w/ a meeting to discuss.		
Note Created: 4/7/08 11:01AM		Note Created By: Labatzky, Karen	Note Type: Dealer Interaction



Customer Service Request Detail # 200809302113

From: Plank, Lonnie [mailto:lp plank@penskeautomotive.com]  
Sent: Monday, April 07, 2008 10:59 AM  
To: Calamon Jim, V2-US-V-26; Labatzky Karen, SF4-US-S-5  
Cc: Jett, Chuck; Byers, John; Tucker Thad; Keitel Jim, V2-US-V-26  
Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue

Mr. Byers & Mr. Jett,

Can we meet regarding this client?

Activity Status:	Done	Activity Updated:	4/7/08 02:00PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/08 12:32PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	cci, left vm, she is looking for an update - 512-826-0664		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/7/08 02:00PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/08 02:00PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	left vm w/ customer, [REDACTED] still researching and will call when I get details.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/7/08 03:08PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	4/7/08 03:08PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci - looking for Karen		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/7/08 03:09PM
Activity Type	Corporate Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	4/7/08 03:09PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	called & emailed Karen to let her know that cust was on the phone.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200809302113

Activity Status:	Done	Activity Updated:	4/7/08 03:41PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/08 03:41PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	customer just wanting to voice concerns again advise will cb when I hear from dealer(512) 826-0664		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/11/08 12:47PM
Activity Type	General	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/9/08 11:03AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	pending Lonnie getting back to me on this one.		
Note Created:	4/9/08 03:51PM	Note Created By:	Labatzky, Karen
Note Type:	General		
<p>From: Labatzky Karen, SF4-US-S-5          Sent: Wednesday, April 09, 2008 3:51 PM          To: 'Plank,Lonnie'          Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue</p> <p>Lonnie,</p> <p>I see you added notes showing the car was repaired and given back to the customer. How did that go and did we offer them anything? Please let me know, because I'll have to place a follow up call.</p> <p>Regards,          Karen</p>			
Note Created:	4/9/08 03:56PM	Note Created By:	Labatzky, Karen
Note Type:	General		
<p>From: Plank,Lonnie [mailto:iplank@penskeautomotive.com]          Sent: Wednesday, April 09, 2008 3:54 PM          To: Labatzky Karen, SF4-US-S-5          Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue</p> <p>At first they refused to accept the X5. Then they decided it would be ok to take possession of it. We still have not decided what avenue to take. I personally would like to see if they can drive it for awhile without any problems. Some time time will heal problems. The repair was due to the part being installed wrong and damaged a control unit called a CCC. This part was replaced and the vehicle should be fine now.</p> <p>Lonnie Plank          Service Manager          BMW of Austin          512-343-3551          iplank@penskeautomotive.com</p>			





Customer Service Request Detail # 200809302113

Note Created: 4/11/08 12:47PM		Note Created By: Labatzky, Karen		Note Type: General	
<p>From: Plank,Lonnie [mailto:lp plank@penskeautomotive.com] Sent: Friday, April 11, 2008 12:35 PM To: Labatzky Karen, SF4-US-S-5 Subject: RE: [REDACTED] - [REDACTED] - repeat navigation issue</p> <p>Karen,</p> <p>We have decided to offer the client a trade assist</p>					
Activity Status: Done		Activity Updated: 4/11/08 12:47PM			
Activity Type General		Activity Updated By: Labatzky, Karen			
Activity Assigned To: NET, DCS		Email From:			
Activity Created: 4/9/08 02:45PM		Email To:			
Activity Created By: NET, DCS					
Activity Description: Dealer Created Activity					
Note Created: 4/9/08 02:45PM		Note Created By: NET, DCS		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 26167 on Wed Apr 09 14:45:15 EDT 2008					



Customer Service Request Detail # 200809402516

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/13/07 12:00AM  
In Service Date: 2/13/07 12:00AM  
Production Date: 1/12/07 12:00AM

**Service Request**

Service Request #: 200809402516  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 4/3/08 01:53PM  
Created By: Ellis, Jeremy  
Rep Assigned: Ellis, Jeremy  
Date Assigned: 4/3/08 01:53PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/3/08 01:53PM  
Close Rep: Ellis, Jeremy  
Issue Note: CD/Aux not playing music / referred to dlr to inspect unit.

**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
CD/Aux not playing music / referred to dlr to inspect unit.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200809402516

Activity Status:	Done	Activity Updated:	4/3/08 01:53PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/3/08 01:53PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	CD/Aux not playing music / referred to dlr to inspect unit.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200809901976

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 7/31/07 12:00AM  
In Service Date: 7/31/07 12:00AM  
Production Date: 7/26/07 12:00AM

**Service Request**

Service Request #: 200809901976  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 4/8/08 01:40PM  
Created By: Dickerson, Micah  
Rep Assigned: Dickerson, Micah  
Date Assigned: 4/8/08 01:40PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/8/08 01:41PM  
Close Rep: Dickerson, Micah  
Issue Note: cust. sts that alarm was going off intermittently. Asking why.

**Code Descriptions**

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

**Solution Notes**

Solution
Writer advsd cust. to have issue diagnosed at dlr.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200809901976

Activity Status:	Done	Activity Updated:	4/8/08 01:41PM
Activity Type	Customer Interaction	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	4/8/08 01:41PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	cust. stts that alarm was going off intermittently. Asking why.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200810503155

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 20,141  
Sale: 1/31/07 12:00AM  
In Service Date: 1/31/07 12:00AM  
Production Date: 1/18/07 12:00AM

**Service Request**

Service Request #: 200810503155  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 4/14/08 03:57PM  
Created By: Mcgrew, Christa  
Rep Assigned: Mcgrew, Christa  
Date Assigned: 4/14/08 03:57PM  
Assigned Dealer: West German BMW  
Identified Dealer: West German BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/23/08 01:26PM  
Close Rep: Mcgrew, Christa  
Issue Note: REF SR# 200808602613, Cust still having same concerns, req. to get replacement vehicle

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Seat Belts & Accessories for	7211	Seat Belts
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO

**Solution Notes**

Solution
closing pending customer's inspection on the 15th of May. wtr to follow up with dealer then.
Customer's vehicle has been repaired, no further concerns. dealer provided customer with a roof box, and basic rack system, and \$1000.00 compensation. cust happy with this. veh is also being detailed, and scratches are being removed.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200810503155

Activity Status:	Done	Activity Updated:	4/14/08 04:01PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	4/14/08 03:57PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	REF SR# 200808602613, Cust still having same concerns, req. to get replacement vehicle		
Note Created: 4/14/08 03:59PM		Note Created By: Mcgrew, Christa	
		Note Type: Customer Interaction	
<p>Customer is a 7th time owner with BMW. Customer is requesting a replacement vehicle at this time. Customer stated that the vehicle is still not fixed, still having the same issues. Customer stated that with taking the vehicle in and out of the shop, it is being damaged, where the techs have damaged the interior of the vehicle. Most of all customer is concerned with the safety of the vehicle, with everything disengaging on the vehicle. Airbag will disengage due to the sensor not working correctly. Customer stated that RTE was out to look at the vehicle last week and his suggestions to repair the vehicle didn't work, and he is still having the same issue.</p> <p>Customer is requesting a replacement vehicle from BMWNA.</p>			
Activity Status:	Done	Activity Updated:	4/14/08 04:35PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/14/08 04:35PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cci for Kristen. Xfered cust to Kristen's VM.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 04:37PM
Activity Type	Corporate Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/14/08 04:37PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	emailed Kristen to advise cust LM on her VM		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 04:45PM
Activity Type	Corporate Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	4/14/08 04:43PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	forwarded vm to ext 8511 from customer to christa		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200810503155

Activity Status:	Done	Activity Updated:	4/14/08 04:49PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/14/08 04:47PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	rec. VM from customer, advsing that dlr wants him to p/u veh tom, unresolved. No fix for the concern but they are putting veh back together.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 04:49PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/14/08 04:49PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for Todd Simpson, requesting return call about customer's vehicle.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 05:40PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	4/14/08 05:40PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cci, transfd to christa per request		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 05:58PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/14/08 05:51PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Todd Slmpson called wtr back... see notes.		
Note Created:	4/14/08 05:51PM	Note Created By:	Mcgreg, Christa
		Note Type:	Dealer Interaction





Customer Service Request Detail # 200810503155

<p>Todd informed wtr of all information pertaining to this vehicle and the repairs....</p> <p>Todd stated that the vehicle was originally brought in for the complaint of when there is no one in the passenger seat the vehicle thinks there is, which will trigger the airbag and seat belt alarm. Dealer has duplicated the concern on the vehicle. Todd stated that they ordered 3 different seat mats, and tried to reprogram them with the vehicle, all of which failed. Todd stated that RTE has been involved and requested the center look into the modules that control the programming of the vehicle, which the center found nothing to be wrong with. Todd then stated that the RTE had them look for any wire shorts or pinched wires, where again nothing was found. RTE then came in and did his own laptop conversion on the vehicle to make sure it wasn't something with the center's computer programs not allowing the reprogramming to take in the vehicle. RTE's conversion didn't work either. Center has now turned this back over to the RTE and BMWNA, as they feel there is nothing further they are able to do on their own for the vehicle/customer, and they have requested the customer come pick up the vehicle. Todd wasn't sure of exact days down on the vehicle, but does feel it would be well over 30 days down.</p> <p>Wtr asked Todd about damages to the vehicle while in being serviced. Todd stated that customer was concerned about fingerprints on the vehicle, and there was a very noticable scratch on the</p>			
Activity Status:	Done	Activity Updated:	4/14/08 05:58PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/14/08 05:58PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called customer and LVM letting him know that request will be forwarded on, advsd market team is OOO until weeks end, no answer before then		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/21/08 05:11PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	4/18/08 11:40AM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr emailed Jeff Fitzgibbons for further review of the case by the market for decision.		
Note Created: 4/18/08 11:48AM		Note Created By: Mcgreg, Christa	Note Type: Market Liaison Escalation



Customer Service Request Detail # 200810503155

<p>2007 X5 3.0si In-Service Date: 1/31/2007 Mileage: 20,141 SR: 200810503155</p> <p>Customer Issue: Customer has had numerous problems with the passenger side seat sensor, connected to air bag and seat belt. Vehicle has had many repairs done to it, all in which have not corrected the issue.</p> <p>Customer's Request: Customer is requesting a replacement vehicle.</p> <p>Dealer Comments: I spoke with service Advisor Todd Simpson, as the service manager was unavailable. Todd stated that the vehicle was originally brought in for the complaint of when there is no one in the passenger seat the vehicle thinks there is, which will trigger the airbag and seat belt alarm. Dealer has duplicated the concern on the vehicle. Todd stated that they ordered 3 different seat mats, and tried to reprogram them with the vehicle, all of which failed. Todd stated that RTE has been involved and requested the center look into the modules that control the programming of the vehicle, which the center found nothing to be wrong with. Todd then stated that the RTE had them look for any wire shorts or pinched wires, where again nothing was found. RTE then came in and did his own laptop conversion on the vehicle to make sure it wasn't something with the center's computer programs not allowing the reprogramming to take in the vehicle. RTE's conversion didn't work either. Center has now turned this back over to the RTE and BMWNA, as they feel there is nothing further they</p>			
Activity Status:	Done	Activity Updated:	4/18/08 03:26PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreww, Christa
Activity Assigned To:	Mcgreww, Christa	Email From:	
Activity Created:	4/18/08 03:26PM	Email To:	
Activity Created By:	Mcgreww, Christa		
Activity Description:	Cci wanted to make sure Manager was back in the office today. wtr confirmed he was in, and they are reviewing the case and will make a decision		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/22/08 11:57AM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreww, Christa
Activity Assigned To:	Mcgreww, Christa	Email From:	
Activity Created:	4/22/08 11:57AM	Email To:	
Activity Created By:	Mcgreww, Christa		
Activity Description:	wtr called customer, who was busy and advsd he would call wtr back later. need to find out if cust is making payments on vehicle, and to who?		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200810503155

Activity Status:	Done	Activity Updated:	4/22/08 01:09PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/22/08 01:09PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci for Christa, xfered		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/22/08 01:12PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/22/08 01:12PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Cci, wtr asked if the vehicle was financed. Customer sttd he does not make payment on the vehicle. he purchased the vehicle out right from the beginn		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/22/08 01:12PM
Activity Type	Corporate Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	4/22/08 01:12PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr emailed Jeff Fitzgibbons advsd him that the customer doesn't make payments on the vehicle, purchased it out right.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/22/08 01:15PM
Activity Type	Field Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	4/22/08 01:14PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	sent case to Matt Ruocco, AMM for decision		
Note Created: 4/22/08 01:15PM		Note Created By: Fitzgibbons, Jeff	
		Note Type: Field Interaction	



Customer Service Request Detail # 200810503155

<p>Matt,</p> <p>Customer is seeking like kind replacement due to our inability to correct problems on the vehicle. It appears that we have had corporate involvement, but cannot close the loop on the repairs. Days down in not confirmed, but appears to be greater than 30 days, which may put us in breach.</p> <p>[REDACTED]</p> <p>2007 BMW X5 3.0 In Service: 1/31/2007 Mileage: 20,100 Center: West German Ownership: 1st Owner Relationship: 2nd BMW Financed: customer owns vehicle, cash purchase Sold: West German Serviced: West German Days Down: 30+ Repair events: 2</p> <p>If you have any questions, feel free to call me @ 614-210-7931.</p> <p>Fitz</p>	
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Activity Status:	Done	Activity Updated:	4/23/08 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	4/23/08 04:38PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	cci for status of case; spoke to christa, she is still waiting for answer and will call customer when received		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/25/08 01:54PM
Activity Type	Corporate Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	4/25/08 01:54PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	still waiting on a decision from the market, Jeff Fitzgibbons is OOO until 4/28/08, will follow up with Jeff then		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/25/08 02:19PM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	4/25/08 02:19PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	Cci for update on case, wrtr adv. will not have answer until 4/28 as rep OOO; e-mailed C.McGrew to adv. of cust's call		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200810503155

Activity Status: Done		Activity Updated: 4/29/08 05:43PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 4/29/08 05:43PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called customer, after receiving VM, LVM for cust req. return call at earliest convenience			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 4/30/08 05:48PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 4/30/08 05:48PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: Cci today to check on the staus of the concern, wtr advsd no decision yet. will follow up once decision is reached.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/1/08 05:38PM	
Activity Type: Field Interaction		Activity Updated By: Fitzgibbons, Jeff	
Activity Assigned To: Fitzgibbons, Jeff		Email From:	
Activity Created: 5/1/08 05:38PM		Email To:	
Activity Created By: Fitzgibbons, Jeff			
Activity Description: sent request for decision to Matt Ruocco, AMM			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/2/08 05:37PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/2/08 05:37PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: Cci and LVM for wtr requesting return call to see if decision was reached.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/2/08 05:37PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/2/08 05:37PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and LVM for Jim, SM, requesting return call MONDAY, to have the decision made by Tuesday.			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200810503155

Activity Status: Done		Activity Updated: 5/2/08 05:38PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/2/08 05:38PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called customer back and advsd that decision has not been made, will try to have the decision by next week.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 11:54AM	
Activity Type: Field Interaction		Activity Updated By: Fitzgibbons, Jeff	
Activity Assigned To: Fitzgibbons, Jeff		Email From:	
Activity Created: 5/5/08 11:54AM		Email To:	
Activity Created By: Fitzgibbons, Jeff			
Activity Description: tt Matt Ruocco, AMM -- he will contact the center to have file reviewed to determine COA			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 02:29PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/5/08 02:29PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called customer and advsd that BMW NA would like to look at the vehicle again, cust will call back this afternoon, with a date that would be good.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 03:01PM	
Activity Type: Field Interaction		Activity Updated By: Fitzgibbons, Jeff	
Activity Assigned To: Fitzgibbons, Jeff		Email From:	
Activity Created: 5/5/08 03:01PM		Email To:	
Activity Created By: Fitzgibbons, Jeff			
Activity Description: per Matt, Todd Gillies (RTE) needs to inspect car again before decision can be rendered			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 05:15PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/5/08 05:15PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: Cci sttg that the 15th of May would be good for him. he would like to drop the vehicle off the evening of the 14th and have a loaner avail.			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200810503155

Activity Status: Done		Activity Updated: 5/5/08 05:16PM	
Activity Type: Corporate Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/5/08 05:16PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr informed Jeff Fitzgibbons, who informed AMM and RTE of the 15th of May request			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 05:16PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/5/08 05:16PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and spoke with SM, Jim who advsd he would have a loaner for the customer the evening of the 14th for drop off.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/5/08 05:19PM	
Activity Type: Customer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/5/08 05:19PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called customer back and advsd that appt for the 15th has been forwarded on. and the dlr will have a loaner aval. for him the evening of the 14th.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/15/08 04:10PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/15/08 04:10PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr spoke with Jim, SM, who advsd concern has been addressed. veh had a bad left side mat sensor as well. part has been order, ETA tomorrow.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/16/08 01:43PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/16/08 01:43PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and LVM for Jim, SM, requesting return call. wanted to see if customer has been informed, and what status of vehicle is.			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200810503155

Activity Status: Done		Activity Updated: 5/16/08 04:44PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/16/08 04:44PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr received VM, from Jim, requesting return call before 6pm.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/16/08 04:49PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/16/08 04:44PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called Jim back, Jim advsd he spoke with customer. see notes...			
Note Created: 5/16/08 04:44PM		Note Created By: Mcgrew, Christa	
		Note Type: Dealer Interaction	
<p>Jim sttd that vehicle has been repaired, and the customer has picked up the vehicle today. One piece of interior trim that was scratched, ordered and coming from Germany. Once part is received, they will install and provided customer with detail. Talked to customer about compensation for his inconvenience. offered customer the 101 experience to Spartanburg and the rack system, OR they would provide 2500-3000\$ cash compensation. Customer is going to speak with his wife and Jim is going to follow up with the customer on Monday.</p>			
Activity Status: Done		Activity Updated: 5/19/08 02:36PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/19/08 02:36PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and LVM for Jim, requesting return call.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/21/08 12:12PM	
Activity Type: Dealer Interaction		Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin		Email From:	
Activity Created: 5/21/08 12:12PM		Email To:	
Activity Created By: Brown, Kevin			
Activity Description: SM Jim LM for a call back.			
Note Created:		Note Created By:	
		Note Type:	





Customer Service Request Detail # 200810503155

Activity Status:	Done	Activity Updated:	5/21/08 12:13PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	5/21/08 12:13PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Writer LM for the SM to call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 10:38AM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/23/08 10:37AM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for Jim, requesting return call today.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 01:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/23/08 01:22PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Jim called back, advsd cust decided to accept the roof box and basic rack system, and \$1000.00 cash. scheduled detail, and scratches to be removed.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 01:25PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/23/08 01:24PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for customer, advsd if there is anything other questions or anything else wtr could help with to call wtr back.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200811203486

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/10/06 12:00AM  
In Service Date: 6/10/06 12:00AM  
Production Date: 5/30/06 12:00AM

**Service Request**

Service Request #: 200811203486  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 4/21/08 05:23PM  
Created By: Mcgrew, Christa  
Rep Assigned: Mcgrew, Christa  
Date Assigned: 4/21/08 05:23PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/21/08 05:24PM  
Close Rep: Mcgrew, Christa  
Issue Note: Cci wanting to know why the passenger air bad  
disengage light was on

**Code Descriptions**

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

**Solution Notes**

Solution
wtr advsd customer if anything is on the passenger seat under 60lbs. the airbag will disengage. customer removed her purse and the light went off.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200811203486

Activity Status:	Done	Activity Updated:	4/21/08 05:24PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	4/21/08 05:24PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci wanting to know why the passenger air bad disengage light was on		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # 200811302595

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 4/3/08 12:00AM  
In Service Date: 4/3/08 12:00AM  
Production Date: 12/15/07 12:00AM

**Service Request**

Service Request #: 200811302595  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 4/22/08 02:08PM  
Created By: Labatzky, Karen  
Rep Assigned: Labatzky, Karen  
Date Assigned: 4/22/08 02:08PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/22/08 02:24PM  
Close Rep: Labatzky, Karen  
Issue Note: sales complaint

**Code Descriptions**

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

**Solution Notes**

Solution
advised of some manager's names to handle this sales related concern

**Attachments**

File Name	Comments



Customer Service Request Detail # 200811302595

Activity Status:	Done	Activity Updated:	4/22/08 02:22PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/22/08 02:09PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	sales complaint		

Note Created: 4/22/08 02:09PM	Note Created By: Labatzky, Karen	Note Type: Customer Interaction
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<p>customer wanted the rear entertainment system. He was quoted just under \$60k. They were going to install at the dealer. They called him in for instal, got there but parts were not in. Second time, they had a different entertainment system than what was in the car he test drove - can't use idrive, needs to use the head phones.</p> <p>Currently, there is an issue where the entertainment system turns off after 15 minutes.</p> <p>He spoke with Charlie in sales and he is supposed to call the customer back.</p> <p>Josh, in service, is also talking w/ people in sales to try to get a resolution.</p> <p>Also has a complaint regarding his trade in, was in wife's name. Ended up taking off the trade in and it was going to stay in the family.</p> <p>Both he and his wife decided to put in both their names and his family member changed their mind, didn't want the car. Dealer already only put the car in his name so everything is signed and done with. When he went to get the contract, it was sent (to bank?).</p> <p>Cece, in finance called the next day and advised wife still needs to sign the contract. She called after looking into it and did see that was just him?</p> <p>Apparently, the dealer looked into credit for both of them and wife hadn't signed anything to agree to a credit check.</p>	
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Customer Service Request Detail # 200811402302

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 4.8i  
Mileage:  
Sale: 11/30/07 12:00AM  
In Service Date: 11/30/07 12:00AM  
Production Date: 11/20/07 12:00AM

**Service Request**

Service Request #: 200811402302  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 4/23/08 03:03PM  
Created By: Ellis, Jeremy  
Rep Assigned: Ellis, Jeremy  
Date Assigned: 4/23/08 03:03PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/23/08 03:04PM  
Close Rep: Ellis, Jeremy  
Issue Note: Assisted with connecting ipod and finding files/playlists.

**Code Descriptions**

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

**Solution Notes**

Solution
Assisted with connecting ipod and finding files/playlists.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200811402302

Activity Status:	Done	Activity Updated:	4/23/08 03:04PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	4/23/08 03:04PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Assisted with connecting ipod and finding files/playlists.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200811501905

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage: 18,000  
Sale: 10/22/06 12:00AM  
In Service Date: 10/22/06 12:00AM  
Production Date: 8/30/06 12:00AM

**Service Request**

Service Request #: 200811501905  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 4/24/08 01:55PM  
Created By: Noma, Masana  
Rep Assigned: Noma, Masana  
Date Assigned: 4/24/08 01:55PM  
Assigned Dealer: East Bay BMW  
Identified Dealer: East Bay BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 05:41PM  
Close Rep: Noma, Masana  
Issue Note: cci for repeat issue with passenger seat air bag light.  
Cust stated air bag light comes on when

**Code Descriptions**

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

**Solution Notes**

Solution
Spoke with cust. Adv since issue is not able to duplicate, there is no way to diagnosis issue.

**Attachments**

File Name	Comments





Customer Service Request Detail # 200811501905

Activity Status:	Done	Activity Updated:	4/24/08 02:25PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 01:56PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	cci for repeat issue with passenger seat air bag light. Cust stated air bag light comes on when passenger is on board.		

Note Created: 4/24/08 01:56PM

Note Created By: Noma, Masana

Note Type: Customer Interaction

cci for repeat issue with passenger seat air bag light. Cust stated air bag light comes on when passenger is on board. Cust stated serv is unable to duplicate issue. Cust stated serv stated foreman has been using veh back and forth and issue has not been duplicated. Cust is concerned to have passenger sit and not have the airbag to come on when needed. Cust stated veh is a lease - cust finances veh through BMW. Cust stated veh is still currently in shop. Cust stated veh has been brought to service 3 times now. Writer apologized and adv cust that writer will look in to issue.

Activity Status:	Done	Activity Updated:	4/24/08 02:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 02:37PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	LM for Eric Gordon.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	4/24/08 05:52PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 05:49PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Returning cust call. Spoke with cust, cust was unsure if she should pick the veh up, writer adv to pick veh up and writer will reasearch issue.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	4/24/08 06:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 05:52PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Spoke with Aaron.		

Note Created: 4/24/08 05:54PM

Note Created By: Noma, Masana

Note Type: Dealer Interaction

Spoke with Aaron. Aaron stated veh has been in 3 times and unable to duplicate. Aaron stated no fault in system. Aaron stated he can ensure that air bag will work but if air bag light is on, air bag will not deploy. Aaron stated since he is just a service advisor it would be best if writer spoke with Eric Gordon.



Customer Service Request Detail # 200811501905

Activity Status:	Done	Activity Updated:	4/24/08 06:06PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 06:06PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Spoke with Cust to adv veh will have to be picked up but writer will research issue with Eric to seek possible resolution.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 06:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/24/08 06:20PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Returning Eric Gordon's call.		
Note Created: 4/24/08 06:20PM		Note Created By: Noma, Masana	
		Note Type: Dealer Interaction	
Returning Eric Gordon's call. Eric stated he informed cust that sensor has a weight thress hold and leaves air bag on. Eric stated if weight is shifted sometimes seat does not recognize that there is a person on the seat. Eric stated mat sensor was replaced. Eric stated no faults on the system. Eric stated foreman tested veh. Eric suggested perhaps cust could bring veh to dealer when issue occurs, perhaps with daughter in the veh. Eric stated since testing is okay, so he has adv cust to contact CR to see if there is anything CR can do.			
Activity Status:	Done	Activity Updated:	4/25/08 05:40PM
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana
Activity Assigned To:	Noma, Masana	Email From:	
Activity Created:	4/25/08 05:40PM	Email To:	
Activity Created By:	Noma, Masana		
Activity Description:	Spoke with cust. Adv since issue is not able to duplicate, there is no way to diagnosis issue.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812101517

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 2/29/08 12:00AM  
In Service Date: 2/29/08 12:00AM  
Production Date: 2/14/08 12:00AM

**Service Request**

Service Request #: 200812101517  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 4/30/08 11:30AM  
Created By: Harris, Ryan  
Rep Assigned: Harris, Ryan  
Date Assigned: 4/30/08 11:30AM  
Assigned Dealer: Orange County BMW  
Identified Dealer: Orange County BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/30/08 11:44AM  
Close Rep: Harris, Ryan  
Issue Note: Mr. Paster states doesn't like the Dual DVD System  
Accessory. Cust states sales unresponsive.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Left VM for GSM Sam to call cust back.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200812101517

Activity Status:	Done	Activity Updated:	4/30/08 11:41AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/30/08 11:30AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states the system isn't well designed. Cust states the system can't be controlled from front, or played through speakers.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/30/08 11:42AM
Activity Type	Dealer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	4/30/08 11:42AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for GSM Sam to call cust back.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812203964

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 3/19/07 12:00AM  
In Service Date: 3/19/07 12:00AM  
Production Date: 1/18/07 12:00AM

**Service Request**

Service Request #: 200812203964  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 5/1/08 05:18PM  
Created By: Schafer, Darci  
Rep Assigned: Schafer, Darci  
Date Assigned: 5/1/08 05:18PM  
Assigned Dealer:  
Identified Dealer: Advantage BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/1/08 06:10PM  
Close Rep: Schafer, Darci  
Issue Note: cci stating radio will not shut off and beeping noise.

**Code Descriptions**

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

**Solution Notes**

Solution
Cust thanked writer. Jeff states gave cust Jeff info for future.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200812203964

Activity Status:	Done	Activity Updated:	5/1/08 05:21PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/1/08 05:19PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci stating radio will not shut off and beeping noise.Cust states Serv Writer,Ricky Larson, is at Advantage BMW.Cust states [REDACTED]		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/1/08 05:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/1/08 05:20PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called Edgar at Momentum.Edgar stated to get veh to dealer to not run battery down.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/1/08 05:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/1/08 05:21PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called Advantage and tt Jeff. Jeff states will call writer back with update.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/1/08 06:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/1/08 06:08PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Jeff left message stating veh no longer beeping.Jeff states gave cust cp and bp for future.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/1/08 06:09PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/1/08 06:09PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called cust.Cust states will be calling Jeff later.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200812600775

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 2,300  
Sale: 4/21/07 12:00AM  
In Service Date: 4/21/07 12:00AM  
Production Date: 4/12/07 12:00AM

**Service Request**

Service Request #: 200812600775  
Brand: BMW  
Type: Complaint  
Current Status: Closed  
Date Opened: 5/5/08 10:47AM  
Created By: MCGREW, Christa  
Rep Assigned: MCGREW, Christa  
Date Assigned: 5/7/08 06:27PM  
Assigned Dealer:  
Identified Dealer: Passport BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/27/08 01:02PM  
Close Rep: MCGREW, Christa  
Issue Note: Cci upset with the amount of repairs on the vehicle, and time spent in the center. req. replcement

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	ENGINE - INTERNAL & EXT	1123	ENGINE - OIL LEAKS
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	OTHER	BM01	IDRIVE FUNCTION - OTHER
SV17	REPEAT REPAIR/COMEBACK	SEATS - UPHOLSTERY & C	5210	FRONT SEATS - HEATER, UPHOLSTERY,

**Solution Notes**

Solution
dealer is TA the customer, new vehicle vin # L029466, customer will be working with dealer from this point.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200812600775

Activity Status:	Done	Activity Updated:	5/5/08 10:50AM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/5/08 10:48AM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Cci upset with the amount of repairs on the vehicle, and time speant in the center. req. replcement		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/5/08 05:21PM
Activity Type	Email - Inbound	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/5/08 12:20PM	Email To:	CustRel2 <custrel2@internal>
Activity Created By:	Administrator, Siebel		
Activity Description:	Attn: Christa		
Note Created:	Note Created By:	Note Type:	
This does not include this "new" feature of clicking engine and oil leak			
Activity Status:	Done	Activity Updated:	5/6/08 01:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/6/08 01:40PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for Bob Hall, SM, requesting return call at earliest convenience		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/6/08 02:09PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/6/08 02:06PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Cci sttg that he spoke with dlr, who advsd that it was his power steering fluid leaking. cust very upset with veh. req replacement. see notes...		
Note Created:	5/6/08 02:06PM	Note Created By:	Mcgreg, Christa
		Note Type: Customer Interaction	
Customer is requesting a 4.8 X5, with all options avail. (same as his vehicle now) without Satellite Radio, and with a trailer hitch (one of the accessories he has on his vehicle now) Customer sttd that he would like to have the Euro Medical kit, warning safety triangle, lights, and fire extinguisher back from his vehicle now. all other accessories he has purchased he said he would be willing to just start over with them. Customer did mention the automatic tail gate option (he would like to have on his new vehicle, has this option was not avail on his vehicle now).			





Customer Service Request Detail # 200812600775

Activity Status:	Done	Activity Updated:	5/7/08 04:52PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/7/08 04:51PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and spoke with SA, who advsd 6 Ros on the vehicle and 46 days down. currently in for power steering, waiting on part to be ordered.		
Note Created: 5/7/08 04:51PM		Note Created By: Mcgreg, Christa	
		Note Type: Dealer Interaction	
Power Steering Pump- waiting on part (current) Sill plate lights- there was a module unplugged Radio/SOS inactive- 3 different visits- has been repaired with no complaints Sunroof leaking Recall work performed.			
Activity Status:	Done	Activity Updated:	5/20/08 10:19AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/7/08 05:00PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr emailed Jeff Fitzgibbons for further review of the customer's situation by the market.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 05:04PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/7/08 05:04PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr received Vm from Customer requesting return call. at 301-295-9515		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 05:05PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	5/7/08 05:05PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called customer back and phone just continued to ring, no machine, no message able to be left.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812600775

Activity Status:	Done	Activity Updated:	5/7/08 05:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/7/08 05:19PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for Bob Hall, SM		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 05:39PM
Activity Type	Field Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/7/08 05:31PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	sent case to Scott Zipfel, AMM for decision		
Note Created: 5/7/08 05:31PM		Note Created By: Fitzgibbons, Jeff	
		Note Type: Field Interaction	
<p>Scott,</p> <p>Days down appears to put us in breach. Let me know if there is another way out of this predicament short of replacement. Be advised: this customer has benefited from a trade assist on one of the motorcycles he has owned in the past.</p> <p>Let me know what you think is an appropriate course of action.</p> <p>[REDACTED]</p> <p>2007 BMW X5 3.0si In Service: 4/21/2007 Mileage: 2,300 Center: Passport Ownership: 1st Owner Relationship: 4th BMW (2 x MCs) Financed: n/a Sold: Passport Serviced: Passport Days Down: 46 (not confirmed by Bob Hall) Repair events: 4</p> <p>If you have any questions, feel free to call me @ 614-210-7931</p>			
Activity Status:	Done	Activity Updated:	5/8/08 01:06PM
Activity Type	Customer Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	5/8/08 01:06PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	Cci and LVM for wtr again, requesting return call to [REDACTED]		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812600775

Activity Status:	Done	Activity Updated:	5/8/08 01:07PM
Activity Type	Customer Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	5/8/08 01:07PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	wtr attempted to contact customer again, and phone again just continues to ring. wtr will email customer update.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/8/08 01:12PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	McGrew, Christa	Email From:	CustomerRelations@bmwusa.com
Activity Created:	5/8/08 01:07PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	Update [1-754546193]		

Note Created:	Note Created By:	Note Type:
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	<p>Hello Mr. [REDACTED]</p> <p>I have been trying to contact you at [REDACTED] and have been unsuccessful, phone will just continue to ring, so I do apologize for the inconvenience. I did however, want to let you know that your case has been escalated to our Market Team, a staff of our regional managers, who will be making the final decision/offer from BMW. At this time it is in their hands, and we will just wait to hear from them. I plan on having the decision next week sometime, and will let you know as soon as I hear something. If you have any questions please feel free to contact me via phone or email.</p> <p>Thank you,</p> <p>Christa McGrew Customer Relations Specialist 1-800-831-1117 ext: 8511</p>
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Activity Status:	Done	Activity Updated:	5/12/08 12:29PM
Activity Type	Email - Inbound	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	5/8/08 02:29PM	Email To:	CustRel2 <custrel2@internal>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Update [1-754546193]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200812600775

		<p>There is no voice mail on my work # however, my home # 301-891-1020 has voice mail or email, feel free to use either of the alternatives.</p> <p>&gt;&gt;&gt; &lt;CustomerRelations@bmwusa.com&gt; 5/8/2008 1:12 PM &gt;&gt;&gt; Hello Mr [REDACTED],</p> <p>I have been trying to contact you at [REDACTED] and have been unsuccessful, phone will just continue to ring, so I do apologize for the inconvenience. I did however, want to let you know that your case has been escalated to our Market Team, a staff of our regional managers, who will be making the final decision/offer from BMW. At this time it is in their hands, and we will just wait to hear from them. I plan on having the decision next week sometime, and will let you know as soon as I hear something. If you have any questions please feel free to contact me via phone or email.</p> <p>Thank you,</p> <p>Christa McGrew Customer Relations Specialist 1-800-831-1117 ext: 8511</p>	
Activity Status:	Done	Activity Updated:	5/12/08 12:29PM
Activity Type	Email - Inbound	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	[REDACTED]
Activity Created:	5/9/08 01:28PM	Email To:	CustRel2 <custrel2@internal>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Update [1-754546193]		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812600775

	<p>Followup and more bad news. on Wednesday I got my truck back, Passport BMW found that the power steering pump was bad and they replaced it. On Thursday night I went out to dinner and found the Moonroof was leaking for the second time, it just goes from bad to worse.</p> <p>&gt;&gt;&gt; &lt;CustomerRelations@bmwusa.com&gt; 5/8/2008 1:12 PM &gt;&gt;&gt; Hello Mr. [REDACTED]</p> <p>I have been trying to contact you at [REDACTED] and have been unsuccessful, phone will just continue to ring, so I do apologize for the inconvenience. I did however, want to let you know that your case has been escalated to our Market Team, a staff of our regional managers, who will be making the final decision/offer from BMW. At this time it is in their hands, and we will just wait to hear from them. I plan on having the decision next week sometime, and will let you know as soon as I hear something. If you have any questions please feel free to contact me via phone or email.</p> <p>Thank you,</p> <p>Christa McGrew Customer Relations Specialist 1-800-831-1117 ext: 8511</p>
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Activity Status:	Done	Activity Updated:	5/12/08 11:20AM
Activity Type	Field Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/12/08 11:20AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	per Scott Z -- not eligible for TA. Would be willing to comp for time down		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/12/08 12:28PM
Activity Type	Customer Interaction	Activity Updated By:	McGrew, Christa
Activity Assigned To:	McGrew, Christa	Email From:	
Activity Created:	5/12/08 12:28PM	Email To:	
Activity Created By:	McGrew, Christa		
Activity Description:	wtr attempted to contact customer, phone just rang will send email to customer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/12/08 12:30PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	McGrew, Christa	Email From:	CustomerRelations@bmwusa.com
Activity Created:	5/12/08 12:29PM	Email To:	[REDACTED]
Activity Created By:	McGrew, Christa		
Activity Description:	Update [1-756278728]		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200812600775

		<p>Dear Mr. [REDACTED]</p> <p>Good Afternoon, I just wanted to get in contact with you, as I have received a decision from our Market team. I would like to discuss this with you over the phone. If you could please call me at your earliest convenience, 1-800-831-1117 ext. 8511 that would be great.</p> <p>Thank you and I look forward to speaking with you!!</p> <p>Kind Regards,</p> <p>Christa McGrew</p>	
Activity Status:	Done	Activity Updated:	5/13/08 03:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/13/08 03:48PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr called and LVM for GSM, Joe Long, requesting return call.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/15/08 02:27PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/15/08 02:27PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci, wtr provided offer from market of 1500\$, cust declined, wanting to know if we could offer \$ towards purchase of new vehicle.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/16/08 01:41PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/16/08 01:41PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr called and LVM for Joe Long again, requesting return call.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/19/08 11:42AM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	5/19/08 11:42AM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr called cust, cust sttd he has been working with Jay Klein, 301-702-6421 and new veh is on order.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812600775

Activity Status: Done		Activity Updated: 5/19/08 11:42AM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/19/08 11:42AM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and LVM for Jay Klein, GSM of dealer. LM requesting return call to confirm new veh is on order			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/22/08 03:21PM	
Activity Type: Corporate Interaction		Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin		Email From:	
Activity Created: 5/22/08 03:21PM		Email To:	
Activity Created By: Brown, Kevin			
Activity Description: update.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/23/08 10:50AM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/23/08 10:50AM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: Jay Klein, 301-702-6421, wtr called and LVM for Jay, requesting return call at earliest convenience			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/27/08 09:33AM	
Activity Type: Customer Interaction		Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin		Email From:	
Activity Created: 5/27/08 09:33AM		Email To:	
Activity Created By: Brown, Kevin			
Activity Description: Cci looking for a call back at [REDACTED].			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/27/08 09:33AM	
Activity Type: Corporate Interaction		Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin		Email From:	
Activity Created: 5/27/08 09:33AM		Email To:	
Activity Created By: Brown, Kevin			
Activity Description: email to Christa to adv that the cust is looking for follow up at [REDACTED]			
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200812600775

Activity Status: Done		Activity Updated: 5/27/08 12:30PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/27/08 12:30PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called and LVM for Jay again, requesting return call at earliest convenience			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/27/08 01:00PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/27/08 01:00PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: Jay called wtr back, advsd customer is being taken care of. vehicle is completed [REDACTED], and they are TA the customer, market has been involved.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 5/27/08 01:00PM	
Activity Type: Dealer Interaction		Activity Updated By: Mcgrew, Christa	
Activity Assigned To: Mcgrew, Christa		Email From:	
Activity Created: 5/27/08 01:00PM		Email To:	
Activity Created By: Mcgrew, Christa			
Activity Description: wtr called customer, advsd vehicle has been produced, provided vin # and sttd that the dlr is handling everything from this point further.			
Note Created:		Note Created By:	
		Note Type:	





Customer Service Request Detail # 200812804276

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 4.8i  
Mileage:  
Sale: 4/26/08 12:00AM  
In Service Date: 4/26/08 12:00AM  
Production Date: 3/24/08 12:00AM

**Service Request**

Service Request #: 200812804276  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 5/7/08 06:06PM  
Created By: Brown, Margaret  
Rep Assigned: Brown, Margaret  
Date Assigned: 5/7/08 06:06PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/7/08 06:26PM  
Close Rep: Brown, Margaret  
Issue Note: CCI regarding nav volume and valet key and voice control commands

**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
SL06	NEW MODEL - FEATURES / OPTIONS / PRICE	GENERAL	0030	KEY/KEY CODE REQUEST

**Solution Notes**

Solution
adv on key, nav, and voice commands

**Attachments**

File Name	Comments



Customer Service Request Detail # 200812804276

Activity Status:	Done	Activity Updated:	5/7/08 06:16PM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Margaret
Activity Assigned To:	Brown, Margaret	Email From:	
Activity Created:	5/7/08 06:07PM	Email To:	
Activity Created By:	Brown, Margaret		
Activity Description:	CCI regarding nav volume and valet key and voice control commands		

Note Created: 5/7/08 06:13PM

Note Created By: Brown, Margaret

Note Type: Customer Interaction

Cust stts can't figure out how to lower the volume of the nav instructions, is too loud. cust stts actually has read the manual, but can't find anything. writer adv must be done while voice is actually speaking, turn the knob to the left of the buttons on the dash. cust stts thanks. cust stts has the push button start, sees the valet key embeded in the key, but can't figure out what it is meant for. writer adv cannot be used with push button start, wrtr not sure why they included it either, apologize. cust stts what about voice commands, is there a list? writer adv not sure, but saying "help" will get the system to list them. cust stts ok, will do that, if there is a list, pls email to the email on file, if not, no worries. writer adv ok.

Activity Status:	Done	Activity Updated:	5/7/08 06:25PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Brown, Margaret	Email From:	CustomerRelations@bmwusa.com
Activity Created:	5/7/08 06:21PM	Email To:	
Activity Created By:	Brown, Margaret		
Activity Description:	Voice Commands for Your 2008 BMW X5 [1-754131868]		

Note Created:

Note Created By:

Note Type:

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2008 BMW X5 4.8i. I am e-mailing in regard to our phone conversation.

I have attached a PDF copy of the 2008 X5 Voice Command list for you. Please feel free to contact us or your local authorized BMW center for further information.

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,

Meg Brown  
Customer Relations and Services  
Representative



Customer Service Request Detail # 200812902621

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 2/21/08 12:00AM  
In Service Date: 2/21/08 12:00AM  
Production Date: 2/14/08 12:00AM

**Service Request**

Service Request #: 200812902621  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 5/8/08 03:09PM  
Created By: Schafer, Darci  
Rep Assigned: Schafer, Darci  
Date Assigned: 5/8/08 03:09PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/8/08 03:11PM  
Close Rep: Schafer, Darci  
Issue Note: cci for information on 4 beeps.

**Code Descriptions**

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

**Solution Notes**

Solution
Writer stted unable to determine beeps and stated to contact dealer for appt.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200812902621

Activity Status:	Done	Activity Updated:	5/8/08 03:10PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/8/08 03:10PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci for information on 4 beeps.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/8/08 03:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/8/08 03:10PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called Dealer and spoke to Chris. Chris stated to make appt unable to determine beeps.		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # 200814104331

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 3/7/08 12:00AM  
In Service Date: 3/7/08 12:00AM  
Production Date: 2/5/08 12:00AM

**Service Request**

Service Request #: 200814104331  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 5/20/08 07:01PM  
Created By: Ellis, Jeremy  
Rep Assigned: Ellis, Jeremy  
Date Assigned: 5/20/08 07:01PM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/20/08 07:03PM  
Close Rep: Ellis, Jeremy  
Issue Note: cci with questions on alarm system / cust may be setting off panic mode by accident

**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
cci with questions on alarm system / cust may be setting off panic mode by accident. Cust to try to replicate w/shorter fob presses.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200814104331

Activity Status:	Done	Activity Updated:	5/20/08 07:03PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	5/20/08 07:02PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci with questions on alarm system / cust may be setting off panic mode by accident. Cust to try to replicate w/shorter fob presses.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200814201273

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 4.8i  
Mileage:  
Sale: 2/29/08 12:00AM  
In Service Date: 2/29/08 12:00AM  
Production Date: 10/23/07 12:00AM

**Service Request**

Service Request #: 200814201273  
Brand: BMW  
Type: Inquiry  
Current Status: Closed  
Date Opened: 5/21/08 11:29AM  
Created By: Fronckel, Eric  
Rep Assigned: Fronckel, Eric  
Date Assigned: 5/21/08 11:29AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/21/08 11:32AM  
Close Rep: Fronckel, Eric  
Issue Note: Cci via Assist to adv. alarm has activated while he is driving

**Code Descriptions**

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

**Solution Notes**

Solution
Wrttr adv. cust alarm should not engage once veh unlocked/turned on, cust stts problem has stopped currently; wrtr adv cust to have veh in for svc to check electronics

**Attachments**

File Name	Comments



Customer Service Request Detail # 200814201273

Activity Status:	Done	Activity Updated:	5/21/08 11:30AM
Activity Type	Customer Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	5/21/08 11:30AM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	Cci via Assist to adv. alarm has activated while he is driving		
Note Created:		Note Created By:	Note Type:





Customer Service Request Detail # S00735104213

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 4.4i  
Mileage:  
Sale: 12/31/06 12:00AM  
In Service Date: 8/15/06 12:00AM  
Production Date: 5/12/06 12:00AM

**Service Request**

Service Request #: S00735104213  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/17/07 02:28AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/17/07 02:28AM  
Assigned Dealer:  
Identified Dealer: Braman Motorcars  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/4/08 03:02AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00735104213

Activity Status:	Done	Activity Updated:	12/17/07 02:28AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/17/07 02:28AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/17/07 02:28AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055026782493  
Survey Type: Phone  
Dealer Code: 46891  
Service Advisor SSN: 4710  
Service Advisor Cust Pay Code: 606  
Service Advisor First Name: ROBERT  
Service Advisor Last Name: ADAMS  
Service Tech SSN: 6895  
Service Tech Cust Pay Code: 79  
Service Tech First Name: DORIAN  
Service Tech Last Name: MILLER  
Repair Date: 12/07/2007  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
VIN 17: 5UXFB335161  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 519083  
Call Disposition Code: CMP  
Call Date: 12/12/2007  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score:  
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 SHE HAS TO RETURN TO THE CENTER. SHE WILL NOT PURCHASE ANOTHER BMW. SHE HAS TO GO TO COURT BECAUSE SHE GOT PULLED OVER BY THE POLICE AS HER NAVIGATION WAS NOT WORKING. THE SERVICE IS TERRIBLE AND IT IS HARD TO SCHEDULE AN APPOINTMENT.  
Unadj



Customer Service Request Detail # S00735104213

Activity Status:	Done	Activity Updated:	12/19/07 05:34AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/19/07 05:34AM	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:	1/4/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00735304585

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 3/29/07 12:00AM  
In Service Date: 3/29/07 12:00AM  
Production Date: 3/20/07 12:00AM

**Service Request**

Service Request #: S00735304585  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/19/07 06:56AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/19/07 06:56AM  
Assigned Dealer:  
Identified Dealer: Morristown BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/4/08 03:05AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
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 # S00735304585

Activity Status:	Done	Activity Updated:	12/19/07 06:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/19/07 06:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/19/07 06:56AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026555359 Survey Type: Phone Dealer Code: 16856 Service Advisor SSN: 3132 Service Advisor Cust Pay Code: 2313 Service Advisor First Name: MARIO Service Advisor Last Name: MANFRE Service Tech SSN: 9584 Service Tech Cust Pay Code: 18834 Service Tech First Name: JASON Service Tech Last Name: BROWN Repair Date: 11/16/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE83577L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 117866 Call Disposition Code: TPI Call Date: 12/13/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 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: JYOTI ANANTH. CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HER REAR VIEW CAMERA WAS MALFUNCTIONING AND IT DID NOT MALFUNCTION ALL THE TIME SO SHE TOOK IT IN TO GET FIXED AND WAS SUPPOSED TO RECEIVE A FOLLOW-UP CALL. SHE ENDED UP</p>	
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Customer Service Request Detail # S00735304585

Activity Status:	Done	Activity Updated:	12/24/07 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/24/07 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/3/08 12:50PM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/3/08 12:50PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/4/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00735401256

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 8/7/07 12:00AM  
In Service Date: 6/1/07 12:00AM  
Production Date: 1/17/07 12:00AM

**Service Request**

Service Request #: S00735401256  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/20/07 12:41AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/20/07 12:41AM  
Assigned Dealer:  
Identified Dealer: Sears Imported Autos, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/7/08 03:11AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
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 # S00735401256

Activity Status:	Done	Activity Updated:	12/20/07 12:41AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/20/07 12:41AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/20/07 12:41AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026690068 Survey Type: Phone Dealer Code: 73400 Service Advisor SSN: 3862 Service Advisor Cust Pay Code: 709 Service Advisor First Name: MARK Service Advisor Last Name: BULLOCK Service Tech SSN: 3862 Service Tech Cust Pay Code: 709 Service Tech First Name: MARK Service Tech Last Name: BULLOCK Repair Date: 11/30/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE43537L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 234683 Call Disposition Code: CMP Call Date: 12/14/2007 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: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE WOULD LIKE SOMEONE FROM BMWNA TO CONTACT HER REGARDING HER SIRIUS RADIO. SHE SAID SHE WAS VERY HAPPY WITH SERVICE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
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Customer Service Request Detail # S00735401256

... Answer: Unadjusted Q6a Answe		...	
Activity Status:	Done	Activity Updated:	1/4/08 03:22AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:22AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/7/08 03:11AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/7/08 03:11AM	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 # S00736103005

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale:  
In Service Date:  
Production Date: 1/17/07 12:00AM

**Service Request**

Service Request #: S00736103005  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/27/07 05:10AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/27/07 05:10AM  
Assigned Dealer:  
Identified Dealer: Stevens Creek BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/14/08 05:49AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00736103005

Activity Status:	Done	Activity Updated:	12/27/07 05:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/27/07 05:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/27/07 05:10AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026901656 Survey Type: Dealer Code: 22083 Service Advisor SSN: 6797 Service Advisor Cust Pay Code: 7012 Service Advisor First Name: STEVE Service Advisor Last Name: BERTOLACCI Service Tech SSN: 7078 Service Tech Cust Pay Code: 325 Service Tech First Name: MICHAEL Service Tech Last Name: MAMONE Repair Date: 12/05/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: A Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 4USFE43587L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 451470 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: 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 HE APPRECIATED THE COMPLEXITY OF THE IDRIVE SOFTWARE MODULES BUT HE WAS WITHOUT HIS VEHICLE FOR FOUR ADDITIONAL DAYS DUE TO PROBLEMS ASSOCIATED WITH THE MODULE UPGRADE PROCESS. THIS IS A BMW SOFTWARE DESIGN PROBLEM THAT SHOULD BE ADDRESSED</p>	
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Customer Service Request Detail # S00736103005

Activity Status:	Done	Activity Updated:	1/8/08 05:09PM
Activity Type	Initial Customer Contact	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	1/8/08 05:09PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Left Voice Mail		
Note Created:			
Note Created By:			
Note Type:			
Activity Status:	Done	Activity Updated:	1/9/08 03:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:			
Note Created By:			
Note Type:			
Activity Status:	Done	Activity Updated:	1/14/08 05:49AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 05:49AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code c		
Note Created:			
Note Created By:			
Note Type:			



Customer Service Request Detail # S00736202618

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 2/9/07 12:00AM  
In Service Date: 2/9/07 12:00AM  
Production Date: 12/22/06 12:00AM

**Service Request**

Service Request #: S00736202618  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/28/07 01:29AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/28/07 01:29AM  
Assigned Dealer:  
Identified Dealer: Sale BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/14/08 03:37AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	FUEL SUPPLY SYSTEMS	1600	FUEL SUPPLY SYSTEMS
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 # S00736202618

Activity Status:	Done	Activity Updated:	12/28/07 01:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/28/07 01:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/28/07 01:29AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026785658 Survey Type: Phone Dealer Code: 16378 Service Advisor SSN: 9073 Service Advisor Cust Pay Code: 237 Service Advisor First Name: JARED Service Advisor Last Name: HOBBS Service Tech SSN: 0418 Service Tech Cust Pay Code: 110 Service Tech First Name: RICHARD Service Tech Last Name: RADFORD Repair Date: 12/04/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE83577L [REDACTED] VIN 7: L [REDACTED] Invoice Number: RO Number: 257613 Call Disposition Code: CMP Call Date: 12/22/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 AND SALES DEPARTMENT ARE THE BEST HE HAS DEALT WITH. THE IDRIVE IS FAULTY. THE VEHICLE USES A LOT MORE FUEL. HE SAID THE VEHICLE USED EXCESSIVE AMOUNTS OF OIL. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: ...</p>	
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Customer Service Request Detail # S00736202618

...		...	
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Activity Status:	Done	Activity Updated:	1/9/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 03:37AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:37AM	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 # S00736202935

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 8/28/07 12:00AM  
In Service Date: 8/28/07 12:00AM  
Production Date: 8/24/07 12:00AM

**Service Request**

Service Request #: S00736202935  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/28/07 01:37AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 12/28/07 01:37AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/10/08 11:05AM  
Close Rep: Wood, Amber  
Issue Note: repeat electrical issues

**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 the situation and provided 800 # in case of future issues.

**Attachments**

File Name	Comments





Customer Service Request Detail # S00736202935

Activity Status:	Done	Activity Updated:	12/28/07 01:37AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/28/07 01:37AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/28/07 01:37AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055026921626  
Survey Type: Phone  
Dealer Code:  
Service Advisor SSN: 3923  
Service Advisor Cust Pay Code: 1221  
Service Advisor First Name: JAMES  
Service Advisor Last Name: SHIRLEY  
Service Tech SSN: 1894  
Service Tech Cust Pay Code: 71  
Service Tech First Name: STEVE  
Service Tech Last Name: TOTH  
Repair Date: 12/06/2007  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Last Name: [REDACTED]  
Customer Middle Name: H  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 5UXFE83597L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 016692  
Call Disposition Code: CMP  
Call Date: 12/22/2007  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 100  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 50  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 100  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED IT WAS A COMPUTER PROGRAM IN THE VEHICLE THAT WAS HAVING PROBLEMS. SHE HAD TO GO IN THREE TIMES FOR THE PROBLEM. IT IS NEW SOFTWARE SO THEY ARE NOT COMPLETELY SURE WHAT TO DO WITH IT. THEY DO NOT HAVE THE COMPLETE UNDERSTANDING OF THE PRODUCT YET. SHE S



Customer Service Request Detail # S00736202935

Activity Status:	Done	Activity Updated:	1/9/08 03:16AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:16AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/10/08 11:05AM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/10/08 10:57AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer		
Note Created: 1/10/08 11:03AM		Note Created By: Wood, Amber	Note Type: Customer Interaction
they have been having some electronic issues with the vehicle but she understands that it is a new model and there are kinks that need to be worked out. The vehicle has been in 3 times for electronic issues and they have replaced a wiring harness and hope this will fix it. Customer purchased this vehicle for her husband after returning from Iraq and he's very frustrated with it. Writer apologize and provided CR 800 number in case she has any further issues with the vehicle.			



Customer Service Request Detail # S00736203642

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 6/30/07 12:00AM  
In Service Date: 6/30/07 12:00AM  
Production Date: 6/23/07 12:00AM

**Service Request**

Service Request #: S00736203642  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 12/28/07 01:55AM  
Created By: ISKY, AAARA  
Rep Assigned: Wood, Amber  
Date Assigned: 1/15/08 11:40AM  
Assigned Dealer:  
Identified Dealer: Inskip BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/15/08 11:40AM  
Close Rep: Wood, Amber  
Issue Note: unhappy with response from survey and time takes to get part

**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
SV02	RETAILER DISSATISFACTION - SERVICE	RETAILER DISSATISFACTI	AU01	RETAILER DISSATISFACTION GENERAL

**Solution Notes**

Solution
apologized for the situation and advised I would document comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00736203642

Activity Status:	Done	Activity Updated:	12/28/07 01:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/28/07 01:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/28/07 01:55AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026943342 Survey Type: Dealer Code: 26703 Service Advisor SSN: 5516 Service Advisor Cust Pay Code: 70623 Service Advisor First Name: MARK Service Advisor Last Name: WRIGHT Service Tech SSN: 9499 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 12/19/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: F Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE435071 [REDACTED] VIN 7: L [REDACTED] Invoice Number: RO Number: 665767 Call Disposition Code: CMP Call Date: 12/24/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 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: CUSTOMER STATED HE WOULD EXPECT HIS SERVICE ADVISOR AND BMW NA TO BE FAMILIAR WITH THE PROBLEM IN HIS VEHICLE AND FIX IT PROPERLY THE FIRST TIME. HE DOES NOT THINK THERE IS ANY REASONABLE EXCUSE FOR WASTING HIS TIME AND MONEY. HE SAID HE IS CERTAIN HE IS NOT THE FIRST PERSON WI</p>	
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Customer Service Request Detail # S00736203642

Activity Status:	Done	Activity Updated:	1/8/08 01:06PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/8/08 01:05PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	hang up		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/9/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/9/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/15/08 11:39AM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	1/15/08 11:34AM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer		
Note Created: 1/15/08 11:37AM		Note Created By: Wood, Amber	
		Note Type: Customer Interaction	
customer states that he was unhappy with the result of his survey because he wasn't treated favorably at the dealer and he wants to continue to have a relationship with the dealer. States that process improvements for BMW NA would be to allow the dealer to order the part needed before the vehicle comes in for service in order to not have the customer without a car for so long.			



Customer Service Request Detail # S00800403727

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 10/30/07 12:00AM  
In Service Date: 10/30/07 12:00AM  
Production Date: 10/22/07 12:00AM

**Service Request**

Service Request #: S00800403727  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/4/08 01:26AM  
Created By: ISKY, AAARA  
Rep Assigned: Capossela, Korrine  
Date Assigned: 1/9/08 04:35PM  
Assigned Dealer:  
Identified Dealer: International Autos  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/9/08 04:35PM  
Close Rep: Capossela, Korrine  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
apologized for dissappointment w computer

**Attachments**

File Name	Comments



Customer Service Request Detail # S00800403727

Activity Status:	Done	Activity Updated:	1/4/08 01:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/4/08 01:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/4/08 01:26AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055026987283  
Survey Type: Phone  
Dealer Code: 20133  
Service Advisor SSN: 9593  
Service Advisor Cust Pay Code: 4  
Service Advisor First Name: HOWARD  
Service Advisor Last Name: COBB  
Service Tech SSN: 0472  
Service Tech Cust Pay Code: 35  
Service Tech First Name: Joel  
Service Tech Last Name: Januchowski  
Repair Date: 12/18/2007  
Customer Salutation:  
Customer First Name:  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone:  
Customer PM Phone: [REDACTED]  
VIN 17: 5UXFE43528 [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 328456  
Call Disposition Code: CMP  
Call Date: 12/27/2007  
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: 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: LES RICHARDS ANSWERED. HE SAID  
INTERNATIONAL AUTOS IS JUST FINE BUT HE IS NOT HAPPY WITH  
BMW. HE SAID THE COMPUTER DRIVE FOR THE VEHICLE IS SLOW.  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a ...



Customer Service Request Detail # S00800403727

... Answer		...	
Activity Status:	Done	Activity Updated:	1/9/08 04:35PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	1/9/08 04:32PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	cust upset w some options of veh being slow- writer apologized.		
Note Created:	Note Created By:	Note Type:	





Customer Service Request Detail # S00800405143

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 3/23/07 12:00AM  
In Service Date: 3/23/07 12:00AM  
Production Date: 3/15/07 12:00AM

**Service Request**

Service Request #: S00800405143  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/4/08 02:02AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/4/08 02:02AM  
Assigned Dealer:  
Identified Dealer: Perillo BMW, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/14/08 03:13AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00800405143

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

Note Created: 1/4/08 02:02AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026921112 Survey Type: Phone Dealer Code: 46786 Service Advisor SSN: 4026 Service Advisor Cust Pay Code: 4026 Service Advisor First Name: JOSHUA Service Advisor Last Name: RODRIGUEZ Service Tech SSN: 0538 Service Tech Cust Pay Code: 75 Service Tech First Name: Terry Service Tech Last Name: Iverson Repair Date: 12/17/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE83577L [REDACTED] VIN 7: L [REDACTED] Invoice Number: RO Number: 238019 Call Disposition Code: CMP Call Date: 12/29/2007 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE WOULD LIKE BMW OF NORTH AMERICA TO CONTACT HIM ABOUT A CODE PROBLEM HE IS HAVING WITH HIS BLUETOOTH. THE BRIGHTNESS SWITCH ON HIS NAVIGATION DISPLAY SCREEN IS NOT WORKING CORRECTLY, BUT HE HAS BEEN IN CONTACT WITH THE CENTER ABOUT THIS. Unadjust</p>	
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Customer Service Request Detail # S00800405143

Activity Status:	Done	Activity Updated:	1/10/08 03:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/10/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 03:13AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:13AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00801004623

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 9/21/07 12:00AM  
In Service Date: 9/21/07 12:00AM  
Production Date: 9/10/07 12:00AM

**Service Request**

Service Request #: S00801004623  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/10/08 01:47AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/10/08 01:47AM  
Assigned Dealer:  
Identified Dealer: BMW of Manhattan  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/16/08 04:25AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00801004623

Activity Status:	Done	Activity Updated:	1/10/08 01:47AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/10/08 01:47AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/10/08 01:47AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055026822347 Survey Type: Phone Dealer Code: 65775 Service Advisor SSN: 2053 Service Advisor Cust Pay Code: 2053 Service Advisor First Name: JEFF Service Advisor Last Name: CICERO Service Tech SSN: 8505 Service Tech Cust Pay Code: 8505 Service Tech First Name: NICHOLAS Service Tech Last Name: NG Repair Date: 12/10/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE83517L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 534056 Call Disposition Code: CMP Call Date: 01/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE WOULD LIKE THIS RECORD TO GO TO JAY AND TO BE CONTACTED BY BMW NA. THEY ARE SHORT OF LOANER VEHICLES AND HE HAS BEEN IN THREE OR FOUR TIMES FOR THE SAME REASON. THERE IS AN AUDIO PORT FOR THE IPOD THAT IS NOT WORKING. THEY HAVE TRIED SEVE</p>	
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Customer Service Request Detail # S00801004623

Activity Status:	Done	Activity Updated:	1/10/08 03:39PM
Activity Type	Initial Customer Contact	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	1/10/08 03:38PM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/14/08 03:27AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/14/08 03:27AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/16/08 04:25AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:25AM	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 # S00801200861

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 1/4/08 12:00AM  
In Service Date: 1/4/08 12:00AM  
Production Date: 10/11/07 12:00AM

**Service Request**

Service Request #: S00801200861  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/12/08 12:40AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/12/08 12:40AM  
Assigned Dealer:  
Identified Dealer: Tom Bush BMW Orange Park  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/17/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Sales Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00801200861

Activity Status:	Done	Activity Updated:	1/12/08 12:40AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/12/08 12:40AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 1/12/08 12:40AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey  iSky Survey Id: 055027097331  Survey Type: Phone  Dealer Code: 46778  Sales Advisor Id: 0000124221  Sales Advisor First Name: ANGELO  Sales Advisor Last Name: HARRELL  Retail Date: 01/04/2008  Customer Salutation: Mr.  Customer First Name: [REDACTED]  Customer Middle Name: L  Customer Suffix:  Customer AM Phone:  Customer PM Phone: [REDACTED]  VIN 17: 5UXFF43598  VIN 7: L [REDACTED]  Call Disposition Code: CMP  Call Date: 01/09/2008  Q1 Initial contact experience for this purchase  Unadjusted Q1 Score: 100  Q2 Handling of purchase/lease transaction  Unadjusted Q2 Score: 100  Q3 Explanation of product, features, and controls  Unadjusted Q3 Score: 100  Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)  Unadjusted Q4 Score: 100  Q5 New BMW clean and trouble-free at delivery  Unadjusted Q5 Score: 100  Q6 Fulfillment of all commitments  Unadjusted Q6 Score:  Q7 Respectful and courteous treatment  Unadjusted Q7 Score:  Q8 Overall Satisfaction  Unadjusted Q8 Score:  Q9 Recommend center to a friend  Unadjusted Q9 Score:  Unadjusted Q10 Answer:  Unadjusted Q11 Score:  Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA. CUSTOMER STATED HE IS VERY PLEASED WITH TOM BUSH BMW. HE KNOWS FROM OWNING HIS LAST BMW THEY HAVE AN EXCELLENT SERVICE DEPARTMENT AND EVERYTHING WITH THE SALE WENT SMOOTH. HE DOES HAVE ONE COMPLAINT OR CONCERN AND THAT IS IN HIS 2008 X5 BMW, THE NAVIGATION DVD HAS</p>	
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Customer Service Request Detail # S00801200861

Activity Status:	Done	Activity Updated:	1/16/08 04:13AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/16/08 04:13AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/17/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/17/08 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 # S00802500918

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 8/31/07 12:00AM  
In Service Date: 8/31/07 12:00AM  
Production Date: 8/24/07 12:00AM

**Service Request**

Service Request #: S00802500918  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/25/08 12:43AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/25/08 12:43AM  
Assigned Dealer:  
Identified Dealer: Dave Walter, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/31/08 03:01AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00802500918

Activity Status:	Done	Activity Updated:	1/25/08 12:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 12:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 12:43AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027210490 Survey Type: Dealer Code: 56632 Service Advisor SSN: 9905 Service Advisor Cust Pay Code: 40118 Service Advisor First Name: JOSH Service Advisor Last Name: JANCHIA Service Tech SSN: 7842 Service Tech Cust Pay Code: 40116 Service Tech First Name: Richard Service Tech Last Name: Kaylor Repair Date: 01/02/2008 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: 5UXFE83587L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 11738 Call Disposition Code: CMP Call Date: 01/19/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 75 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE STILL BELIEVES THERE IS A MAJOR COMPUTER PROBLEM WITH HER VEHICLE. THE OTHER DAY, WHEN SHE CAME OUT OF THE STORE, ALL FOUR OF HER WINDOWS WERE HALF WAY DOWN. IT WAS ALSO SNOWING. YESTERDAY, SHE HAD AN INCOMING CALL, HER PHONE WAS PREVIOUSLY DISCONN</p>	
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Customer Service Request Detail # S00802500918

Activity Status:	Done	Activity Updated:	1/30/08 03:00AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 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:	1/31/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 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 # S00802502819

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 8/15/06 12:00AM  
In Service Date: 8/15/06 12:00AM  
Production Date: 8/5/06 12:00AM

**Service Request**

Service Request #: S00802502819  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/25/08 01:15AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/25/08 01:15AM  
Assigned Dealer:  
Identified Dealer: Global Imports  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/31/08 03:01AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00802502819

Activity Status:	Done	Activity Updated:	1/25/08 01:15AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 01:15AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 01:15AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027123939 Survey Type: Phone Dealer Code: 21850 Service Advisor SSN: 5611 Service Advisor Cust Pay Code: 112 Service Advisor First Name: Eldric Service Advisor Last Name: Brown Service Tech SSN: 4394 Service Tech Cust Pay Code: 60 Service Tech First Name: Mike Service Tech Last Name: Pereira Repair Date: 01/03/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFA13586L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 579868 Call Disposition Code: CMP Call Date: 01/19/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS IS HIS SECOND X5 AND THE FIRST MAINTENANCE. HE RECEIVED SECOND CLASS SERVICE FROM GLOBAL BECAUSE HE DID NOT PURCHASE HIS VEHICLE FROM THEM. THEY WERE NOT RECEPTIVE TO FIXING THE PROBLEMS OTHER THAN THE MAINTENANCE. THE SATELLITE RADIO HAS ISSUES AND A S</p>	
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Customer Service Request Detail # S00802502819

Activity Status:	Done	Activity Updated:	1/30/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/31/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 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 # S00802502852

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 4/30/06 12:00AM  
In Service Date: 4/30/06 12:00AM  
Production Date: 4/17/06 12:00AM

**Service Request**

Service Request #: S00802502852  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/25/08 01:16AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/25/08 01:16AM  
Assigned Dealer:  
Identified Dealer: Sun Motor Cars BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/31/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**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 # S00802502852

Activity Status:	Done	Activity Updated:	1/25/08 01:16AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/25/08 01:16AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/25/08 01:16AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027078055 Survey Type: Phone Dealer Code: 26700 Service Advisor SSN: 6789 Service Advisor Cust Pay Code: 260 Service Advisor First Name: AL Service Advisor Last Name: WILSON Service Tech SSN: 6401 Service Tech Cust Pay Code: 45971 Service Tech First Name: ROBERT Service Tech Last Name: MONAGHAN Repair Date: 12/31/2007 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFA13506L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 102781 Call Disposition Code: TPI Call Date: 01/19/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 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: RICK ANFINSON. CUSTOMER STATED IT IS POOR QUALITY OF WHERE THEY PLAN THE DVD AND MONITOR SYSTEMS. THIS IS THE FOURTH TIME FOR THE DVD AND NOW IT HAS STOPPED WORKING AGAIN. THEY TRY TO DO WHAT THEY CAN, BUT IT IS NOT THEIR FAULT. THE DESIGN IS POOR.</p>	
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Customer Service Request Detail # S00802502852

Activity Status:	Done	Activity Updated:	1/30/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/31/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00802603371

**Customer**

Name: Mr [REDACTED]  
Preferred Communication Method:  
Work #: [REDACTED]  
Home #: [REDACTED]  
Cell #: [REDACTED]  
Street Address: [REDACTED]  
Apt/Ste: # 1  
City/State/Zip: PACIFIC PALISADES, CA [REDACTED]

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 3/3/07 12:00AM  
In Service Date: 3/3/07 12:00AM  
Production Date: 2/5/07 12:00AM

**Service Request**

Service Request #: S00802603371  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/26/08 01:35AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/26/08 01:35AM  
Assigned Dealer:  
Identified Dealer: South Bay BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 1/31/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**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 # S00802603371

Activity Status:	Done	Activity Updated:	1/26/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/26/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/26/08 01:35AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027247314 Survey Type: Dealer Code: 22007 Service Advisor SSN: 7644 Service Advisor Cust Pay Code: 373 Service Advisor First Name: BRICE Service Advisor Last Name: CARSON Service Tech SSN: 1380 Service Tech Cust Pay Code: 500 Service Tech First Name: JON Service Tech Last Name: SUTHERLAND Repair Date: 01/16/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Last Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE43507L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 062251 Call Disposition Code: CMP Call Date: 01/20/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE DOES NOT APPRECIATE BMW CORPORATE BLAMING THE TCU FAILURE ON AN UNAPPROVED SOFTWARE VERSION IN HIS WIFE'S CELLULAR PHONE. AT THE TIME THE MODULE FAILED, BLUE TOOTH HAD BEEN DISABLED FOR TWO WEEKS. THEY CANNOT EXPECT CUSTOMERS TO ONLY PURCHASE PHO</p>	
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Customer Service Request Detail # S00802603371

Activity Status:	Done	Activity Updated:	1/30/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/30/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	1/31/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/31/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00803004924

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 4.4i  
Mileage:  
Sale: 8/9/06 12:00AM  
In Service Date: 8/9/06 12:00AM  
Production Date: 6/16/06 12:00AM

**Service Request**

Service Request #: S00803004924  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/30/08 03:28AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/30/08 03:28AM  
Assigned Dealer:  
Identified Dealer: Park Avenue BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/6/08 03:04AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00803004924

Activity Status:	Done	Activity Updated:	1/30/08 03:28AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/30/08 03:28AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/30/08 03:28AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027066609 Survey Type: Phone Dealer Code: 68500 Service Advisor SSN: 5752 Service Advisor Cust Pay Code: 0846 Service Advisor First Name: Michael Service Advisor Last Name: Florio Service Tech SSN: 3642 Service Tech Cust Pay Code: 0671 Service Tech First Name: JUSTIN Service Tech Last Name: KASHAMMER Repair Date: 12/31/2007 Customer Salutation: Mrs. Customer First Name: [REDACTED] Customer Last Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFB53526L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 404582 Call Disposition Code: CMP Call Date: 01/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 HER VEHICLE'S DIGITAL VERSATILE DISC PLAYER FAULT IS STILL OUTSTANDING AFTER THREE ATTEMPTS TO HAVE IT RESOLVED. THIS CENTER'S SERVICE STAFF HAVE BEEN UNABLE TO PROMOTE THE PROBLEM WITH HER VEHICLE'S DVD PLAYER. SHE SAID SHE DID NOT WANT A CA</p>	
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Customer Service Request Detail # S00803004924

Activity Status:	Done	Activity Updated:	2/1/08 03:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/1/08 03:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/6/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 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 # S00803005148

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 3/30/07 12:00AM  
In Service Date: 3/30/07 12:00AM  
Production Date: 3/23/07 12:00AM

**Service Request**

Service Request #: S00803005148  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/30/08 03:39AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 1/30/08 03:39AM  
Assigned Dealer:  
Identified Dealer: BMW North Scottsdale  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/6/08 03:04AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00803005148

Activity Status:	Done	Activity Updated:	1/30/08 03:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/30/08 03:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/30/08 03:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027329092 Survey Type: Phone Dealer Code: 20741 Service Advisor SSN: 7170 Service Advisor Cust Pay Code: 6328 Service Advisor First Name: STEVE Service Advisor Last Name: BACKMAN Service Tech SSN: 5575 Service Tech Cust Pay Code: 6371 Service Tech First Name: SCOTT Service Tech Last Name: MORRIS Repair Date: 01/22/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE83397L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 314890 Call Disposition Code: CMP Call Date: 01/24/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 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: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00803005148

...		...	
Activity Status:	Done	Activity Updated:	2/1/08 03:09AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/1/08 03:09AM	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:	2/6/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/6/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00803105172

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 4/20/07 12:00AM  
In Service Date: 4/20/07 12:00AM  
Production Date: 4/11/07 12:00AM

**Service Request**

Service Request #: S00803105172  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 1/31/08 02:21AM  
Created By: ISKY, AAARA  
Rep Assigned: Brown, Margaret  
Date Assigned: 2/5/08 05:12PM  
Assigned Dealer:  
Identified Dealer: Crown BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/5/08 05:15PM  
Close Rep: Brown, Margaret  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
veh fixed now, provided CR number to call back if necessary

**Attachments**

File Name	Comments



Customer Service Request Detail # S00803105172

Activity Status:	Done	Activity Updated:	1/31/08 02:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/31/08 02:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/31/08 02:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027373902 Survey Type: Phone Dealer Code: 21607 Service Advisor SSN: 9759 Service Advisor Cust Pay Code: HK1 Service Advisor First Name: James Service Advisor Last Name: Pickard Service Tech SSN: 9126 Service Tech Cust Pay Code: B98 Service Tech First Name: JIM Service Tech Last Name: WYNN Repair Date: 01/17/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE83507L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 006262 Call Disposition Code: CMP Call Date: 01/26/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 75 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE BROUGHT HER VEHICLE IN THREE TIMES FOR THE SAME THING AND IT IS STILL NOT FIXED. THEY SAID THEY DO IT WITH A SMILE ON THEIR FACE AND IT WILL BE THERE FOR A WEEK. SHE FEELS LIKE THEY ARE TRYING TO FIX IT, THE LEAST EXPENSIVE WAY. SHE SAID SHE</p>	
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Customer Service Request Detail # S00803105172

Activity Status:	Done	Activity Updated:	2/5/08 05:14PM
Activity Type	Initial Customer Contact	Activity Updated By:	Brown, Margaret
Activity Assigned To:	Brown, Margaret	Email From:	
Activity Created:	2/5/08 05:12PM	Email To:	
Activity Created By:	Brown, Margaret		
Activity Description:	Spoke with cust.		
Note Created: 2/5/08 05:13PM		Note Created By: Brown, Margaret	Note Type: Initial Customer Contact
Cust stts problem appears fixed now, they brought in a BMW tech, but she will see how it goes, has happened before. Writer adv our number in case it comes back.			



Customer Service Request Detail # S00803202732

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 11/30/07 12:00AM  
In Service Date: 11/30/07 12:00AM  
Production Date: 11/12/07 12:00AM

**Service Request**

Service Request #: S00803202732  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/1/08 01:33AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/1/08 01:33AM  
Assigned Dealer:  
Identified Dealer: Germain BMW of Naples  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/8/08 03:05AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
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 # S00803202732

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

Note Created: 2/1/08 01:33AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027368926  
Survey Type: Phone  
Dealer Code: 56779  
Service Advisor SSN: 8786  
Service Advisor Cust Pay Code: 8786  
Service Advisor First Name: DONALD  
Service Advisor Last Name: HUTTLIN  
Service Tech SSN: 0407  
Service Tech Cust Pay Code: 0407  
Service Tech First Name: JUSTIN  
Service Tech Last Name: DIGIORGIO  
Repair Date: 01/22/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: M  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 5UXFE43588L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 832594  
Call Disposition Code: CMP  
Call Date: 01/26/2008  
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: 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 WOULD LIKE A CALL FROM BMW NA. THIS WAS THE WORST EXPERIENCE HE HAS EVER HAD. GERMAIN BMW IS HORRIBLE. HE WAS HAVING A PROBLEM WITH THE RADIO MAKING A NOISE WHEN ON AM. HE WENT IN OTHER VEHICLE OF HIS TO SEE IF IT WAS THE STATION, IT WAS NOT. TH





Customer Service Request Detail # S00803202732

Activity Status:	Done	Activity Updated:	2/7/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/7/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/8/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/8/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00803503905

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 4.4i  
Mileage:  
Sale: 11/11/06 12:00AM  
In Service Date: 11/11/06 12:00AM  
Production Date: 8/28/06 12:00AM

**Service Request**

Service Request #: S00803503905  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/4/08 02:34AM  
Created By: ISKY, AAARA  
Rep Assigned: Gammon, Jason  
Date Assigned: 2/8/08 04:55PM  
Assigned Dealer:  
Identified Dealer: BMW of Eugene  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/8/08 04:56PM  
Close Rep: Gammon, Jason  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
spoke with female, was advsd cust left for out of town today, took info and advsd will have cust cb upon return if needs assistance

**Attachments**

File Name	Comments



Customer Service Request Detail # S00803503905

Activity Status:	Done	Activity Updated:	2/4/08 02:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/4/08 02:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/4/08 02:35AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027386190 Survey Type: Phone Dealer Code: 23912 Service Advisor SSN: 2979 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 7014 Service Tech Cust Pay Code: 5 Service Tech First Name: Service Tech Last Name: Repair Date: 01/24/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFB53386LV VIN 7: L [REDACTED] Invoice Number/RO Number: 036226 Call Disposition Code: DNA Call Date: 01/29/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: KIM COLEMAN. CUSTOMER DID NOT WISH TO ANSWER. SHE SAID THE WORKERS AT THE CENTER HAVE VERY LOW CUSTOMER SERVICE SKILLS. SHE COULD NOT LOCK THE VEHICLE BECAUSE THE ALARM WOULD GO OFF. SHE WAS HAVING ELECTRICAL PROBLEMS AND THEY COULD NOT GET HER IN FOR TWO WEEKS. THE SERVICE MANAGER CA</p>	
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Customer Service Request Detail # S00803503905

Activity Status:	Done	Activity Updated:	2/8/08 04:56PM
Activity Type	Initial Customer Contact	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	2/8/08 04:53PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	spoke with female, was advsd cust left for out of town today, took info and advsd will have cust cb upon return if needs assistance		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00803805418

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 1/11/08 12:00AM  
In Service Date: 1/17/07 12:00AM  
Production Date: 11/11/06 12:00AM

**Service Request**

Service Request #: S00803805418  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/7/08 02:53AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/7/08 02:53AM  
Assigned Dealer:  
Identified Dealer: BMW of Orland Park  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/14/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**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 # S00803805418

Activity Status:	Done	Activity Updated:	2/7/08 02:53AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/7/08 02:53AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/7/08 02:53AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027452565 Survey Type: Phone Dealer Code: 10718 Service Advisor SSN: 4692 Service Advisor Cust Pay Code: 181 Service Advisor First Name: JASON Service Advisor Last Name: JAKUBOWSKI Service Tech SSN: 5608 Service Tech Cust Pay Code: 32 Service Tech First Name: JEFF Service Tech Last Name: VOHRN Repair Date: 01/29/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 4USFE83567L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 161269 Call Disposition Code: TPI Call Date: 02/01/2008 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: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: DIANE KUTZ. CUSTOMER STATED THE PEOPLE OF BMW OF ORLAND PARK WERE VERY ACCOMMODATING AND COURTEOUS. THEY WERE NOT ABLE TO FIX THE PROBLEM WHICH WAS AN ISSUE WITH HER ENGINE LIGHT COMING ON. SHE FEELS IT IS OF NO FAULT OF BMW OF ORLAND PARK AN</p>	
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Customer Service Request Detail # S00803805418

Activity Status:	Done	Activity Updated:	2/13/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/13/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/14/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/14/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00803805518

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage: 8,000  
Sale: 5/29/07 12:00AM  
In Service Date: 5/29/07 12:00AM  
Production Date: 5/9/07 12:00AM

**Service Request**

Service Request #: S00803805518  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/7/08 02:55AM  
Created By: ISKY, AAARA  
Rep Assigned: Stern, Rebecca  
Date Assigned: 2/14/08 04:57PM  
Assigned Dealer: DiFeo BMW  
Identified Dealer: DiFeo BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/14/08 04:58PM  
Close Rep: Stern, Rebecca  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
wrtr apologized to cust thanked him for his time and doc comments. Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments





Customer Service Request Detail # S00803805518

Activity Status:	Done	Activity Updated:	2/7/08 02:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/7/08 02:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/7/08 02:55AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027448640 Survey Type: Phone Dealer Code: 76350 Service Advisor SSN: 5528 Service Advisor Cust Pay Code: 11154 Service Advisor First Name: Robert Service Advisor Last Name: Ryan Service Tech SSN: 9006 Service Tech Cust Pay Code: 11219 Service Tech First Name: GASTONE Service Tech Last Name: CAPOBIANCO Repair Date: 01/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE435Z7L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 155744 Call Disposition Code: DNA Call Date: 02/01/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER DID NOT WISH TO ANSWER. CUSTOMER STATED HIS VEHICLE HAS BEEN IN FOR SERVICE THREE TIMES FOR THE SAME PROBLEM. THERE IS SOMETHING WRONG WITH THE COMPUTER SYSTEM. HE DOES NOT KNOW IF IT IS JUST THAT CENTER DOES NOT KNOW HOW TO FIX IT OR IF THERE</p>	
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Customer Service Request Detail # S00803805518

Activity Status:	Done	Activity Updated:	2/14/08 04:57PM
Activity Type	Initial Customer Contact	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	2/12/08 04:54PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Dialer Pop		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/13/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/13/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 09		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/13/08 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	2/13/08 04:46PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/14/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/14/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/14/08 04:57PM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	2/14/08 04:52PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cci sttd BT goes out all the time. oil light comes on, showing low oil. TPM comes on every once in a while. dlr hasnt put in a new comp system.		
Note Created: 2/14/08 04:53PM		Note Created By: Stern, Rebecca	
		Note Type: Customer Interaction	



**Customer Service Request Detail # S00803805518**

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<p>cust sttd he is spending too much time going back and forth from the dealership. cust sttd his wife knows how to reset it herself. cust sttd his wife loves how the vehicle drives though. cust sttd the bt is working now. cust's phone is through verizon.</p>	
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Customer Service Request Detail # S00804003046

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 3/8/07 12:00AM  
In Service Date: 11/30/06 12:00AM  
Production Date: 11/9/06 12:00AM

**Service Request**

Service Request #: S00804003046  
Brand: BMW  
Type: iSky  
Current Status: Open  
Date Opened: 2/9/08 01:18AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/9/08 01:18AM  
Assigned Dealer:  
Identified Dealer: Jake Sweeney BMW  
Date Resolved:  
Resolve Rep:  
Date Closed:  
Close Rep: Unspecified, Unspecified  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804003046

Activity Status:	Done	Activity Updated:	2/9/08 01:18AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/9/08 01:18AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/9/08 01:18AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027357870 Survey Type: Phone Dealer Code: 46631 Service Advisor SSN: 0283 Service Advisor Cust Pay Code: 324 Service Advisor First Name: Edwin Service Advisor Last Name: Short Service Tech SSN: 5974 Service Tech Cust Pay Code: 235 Service Tech First Name: Brandon Service Tech Last Name: Powell Repair Date: 01/15/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: Customer PM Phone: VIN 17: 4USFE43597L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 916500 Call Disposition Code: TPI Call Date: 02/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 0 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: TERESSA WILL. CUSTOMER STATED THEY ENDED UP CHANGING OUT ALL THE DOOR HANDLES. SHE IS VERY UNHAPPY WITH HER X5. IT HAS BEEN IN THE CENTER OVER MONTHS OF THE SEVEN MONTHS SHE HAS HAD IT. IT HAS HAD A MILLION PROBLEMS. SHE WOULD RECOMMEND JAKE SWEENEY BMW, BU</p>	
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Customer Service Request Detail # S00804205496

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 9/17/07 12:00AM  
In Service Date: 9/17/07 12:00AM  
Production Date: 9/1/07 12:00AM

**Service Request**

Service Request #: S00804205496  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/11/08 02:43AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/11/08 02:43AM  
Assigned Dealer:  
Identified Dealer: Rallye BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/18/08 03:05AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**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 # S00804205496

Activity Status:	Done	Activity Updated:	2/11/08 02:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/11/08 02:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/11/08 02:43AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027323800  
Survey Type: Phone  
Dealer Code: 69000  
Service Advisor SSN: 8659  
Service Advisor Cust Pay Code: 84040  
Service Advisor First Name: Lauren  
Service Advisor Last Name: Halpin  
Service Tech SSN: 2289  
Service Tech Cust Pay Code: 171  
Service Tech First Name: ANTONIO  
Service Tech Last Name: BARBIERI  
Repair Date: 01/21/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Phone: [REDACTED]  
VIN 17: 50XFE43587L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 098504  
Call Disposition Code: CMP  
Call Date: 02/05/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 50  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 50  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE HAD A LOANER FOR  
THREE DAYS WHICH WOULD HAVE BEEN OKAY IF THE PROBLEM  
HAD BEEN RESOLVED BUT IT WAS NOT AND THIS WAS THE THIRD  
TIME THEY HAVE WORKED ON THE DISPLAY LIGHTS THAT WILL  
NOT HOLD A SETTING.  
Unadjusted Q1a Answer:  
Unadjusted Q1a ...



Customer Service Request Detail # S00804205496

... Oth		...	
Activity Status:	Done	Activity Updated:	2/15/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/18/08 03:05AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/18/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:





Customer Service Request Detail # S00804404998

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 5/11/07 12:00AM  
In Service Date: 5/11/07 12:00AM  
Production Date: 12/20/06 12:00AM

**Service Request**

Service Request #: S00804404998  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/13/08 02:26AM  
Created By: ISKY, AAARA  
Rep Assigned: Edgin, Jennifer  
Date Assigned: 2/19/08 05:04PM  
Assigned Dealer:  
Identified Dealer: South Motors BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/19/08 05:06PM  
Close Rep: Edgin, Jennifer  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV02	RETAILER DISSATISFACTION - SERVICE	RETAILER DISSATISFACTI	AU01	RETAILER DISSATISFACTION GENERAL

**Solution Notes**

Solution
Writer apologized for frustration.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804404998

Activity Status:	Done	Activity Updated:	2/13/08 02:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/13/08 02:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/13/08 02:26AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027447502 Survey Type: Phone Dealer Code: 96603 Service Advisor SSN: 7815 Service Advisor Cust Pay Code: 158 Service Advisor First Name: fausto Service Advisor Last Name: leon Service Tech SSN: 2121 Service Tech Cust Pay Code: 965 Service Tech First Name: KYLE Service Tech Last Name: SILCOX Repair Date: 01/23/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 4USFE4337L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 475684 Call Disposition Code: CMP Call Date: 02/07/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE HAD TO COME IN TWICE AFTER BEING PROMISED ONE DAY. IT TOOK THREE DAYS AND WHEN HE CALLED TO SAY HE NEEDED THE VEHICLE FOR A TRIP, THEY SAID IT WOULD BE READY AND IT WAS NOT. HE SAID ON THE SECOND VISIT IT TOOK FOUR DAYS. HE SAID IT WAS TERRIBLE</p>	
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Customer Service Request Detail # S00804404998

Activity Status:	Done	Activity Updated:	2/14/08 04:34PM
Activity Type	Initial Customer Contact	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	2/14/08 04:34PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/15/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:01AM	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:	2/19/08 05:04PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	2/19/08 04:59PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	TT Mr. Marshall, stts that survey should say everything. Now since survey veh has new problem w/tranny. See notes		
Note Created: 2/19/08 05:01PM		Note Created By: Edgin, Jennifer	
		Note Type: Customer Interaction	
Cust stts he is afraid to take veh back in for service b/c he doesn't know how long they will have the vehicle and hes' afraid that they will lie to him again. Cust stts SA also specifically asked him to lie and give good marks on the survey.			



**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 8/8/06 12:00AM  
In Service Date: 8/8/06 12:00AM  
Production Date: 3/29/06 12:00AM

**Service Request**

Service Request #: S00804504983  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/14/08 02:07AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/14/08 02:07AM  
Assigned Dealer:  
Identified Dealer: Daniels BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/20/08 03:02AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804504983

Activity Status:	Done	Activity Updated:	2/14/08 02:07AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/14/08 02:07AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/14/08 02:07AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey  iSky Survey Id: 055027540330  Survey Type: Phone  Dealer Code: 26200  Service Advisor SSN: 3203  Service Advisor Cust Pay Code: 7194  Service Advisor First Name: ETHAN  Service Advisor Last Name: HARBISON  Service Tech SSN: 6319  Service Tech Cust Pay Code: 16711  Service Tech First Name: Michael  Service Tech Last Name: Godown  Repair Date: 02/05/2008  Customer Salutation:  Customer First Name: Compaanv:  Customer Last Name: [REDACTED]  Customer Middle Name:  Customer Suffix:  Customer AM Phone: [REDACTED]  Customer PM Phone: [REDACTED]  VIN 17: 5UXFA13526L [REDACTED]  VIN 7: L [REDACTED]  Invoice Number: RO Number: 030140  Call Disposition Code: CMP  Call Date: 02/08/2008  Q1 Satisfaction with getting a Service Appointment  Unadjusted Q1 Score: 100  Q2 Respectful and courteous treatment  Unadjusted Q2 Score: 100  Q3 Agreed-upon work completed by time promised  Unadjusted Q3 Score: 100  Q4 Explanation of work performed  Unadjusted Q4 Score: 75  Q5 Convenience of drop-off and/or pick-up  Unadjusted Q5 Score: 100  Q6 Quality of work performed  Unadjusted Q6 Score:  Q7 Overall Satisfaction  Unadjusted Q7 Score:  Q8 Recommend Service Dept to a friend  Unadjusted Q8 Score:  Unadjusted Q9 Score:  Customer Comments: JILL BOND ANSWERED. CUSTOMER STATED  REASON FOR FOUR RATING WAS THEY WERE A LITTLE LATE  GETTING THE VEHICLE TO HER, BUT WERE VERY SWEET ABOUT  IT.  Unadjusted Q1a Answer:  Unadjusted Q1a Other Comments:  Unadjusted Q3a Answer:  Unadjusted ...</p>	
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Customer Service Request Detail # S00804504983

...		...	
Activity Status:	Done	Activity Updated:	2/15/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/15/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/20/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/20/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00804602993

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 3/8/07 12:00AM  
In Service Date: 3/8/07 12:00AM  
Production Date: 3/3/07 12:00AM

**Service Request**

Service Request #: S00804602993  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/15/08 02:33AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/15/08 02:33AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/22/08 03:02AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804602993

Activity Status:	Done	Activity Updated:	2/15/08 02:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/15/08 02:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/15/08 02:33AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027431690 Survey Type: Phone Dealer Code: Service Advisor SSN: 7065 Service Advisor Cust Pay Code: 3017 Service Advisor First Name: ANTHONY Service Advisor Last Name: GIRGUS Service Tech SSN: 2299 Service Tech Cust Pay Code: 3055 Service Tech First Name: MIKE Service Tech Last Name: WILSON Repair Date: 01/25/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE83537L [REDACTED] VIN 7: L [REDACTED] 8 Invoice Number / RO Number: 215734 Call Disposition Code: CMP Call Date: 02/09/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 0 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW NA AS SOON AS POSSIBLE. CUSTOMER STATED HIS AUDIO SYSTEM CONTINUES TO MALFUNCTION. THE SPEAKER SYSTEM BLARES AT ODD TIMES INCLUDING WHEN THE ENGINE IS TURNED OFF AND HE CANNOT STOP IT. THE VEHICLE HAS BEEN TO THE CENTER THREE TIMES REGAR</p>	
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Customer Service Request Detail # S00804602993

Activity Status:	Done	Activity Updated:	2/21/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/21/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/22/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00804603656

**Customer**

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

**Vehicle**

Chassis # (US): LZ38446  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 2/28/07 12:00AM  
In Service Date: 2/28/07 12:00AM  
Production Date: 2/17/07 12:00AM

**Service Request**

Service Request #: S00804603656  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/15/08 02:52AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/15/08 02:52AM  
Assigned Dealer:  
Identified Dealer: Prestige BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/22/08 03:02AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804603656

Activity Status:	Done	Activity Updated:	2/15/08 02:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/15/08 02:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/15/08 02:52AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027348191 Survey Type: Phone Dealer Code: 26443 Service Advisor SSN: 7996 Service Advisor Cust Pay Code: 1410 Service Advisor First Name: MARC Service Advisor Last Name: LOMBARDO Service Tech SSN: 5410 Service Tech Cust Pay Code: 1507 Service Tech First Name: CHRISTOPHER Service Tech Last Name: REY Repair Date: 01/21/2008 Customer Salutation: Mr. Customer First Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE83547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 769011 Call Disposition Code: CMP Call Date: 02/09/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 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 HE HAS BEEN IN THREE TIMES BECAUSE OF PROBLEMS WITH THE BACK UP CAMERA AND THE INFORMATION SCREEN. IT FREEZES UP AND THE CAMERA COMES ON WHEN HE IS DRIVING FORWARD AND NOT WHEN BACKING UP. THE CENTER HAS NOT BEEN ABLE TO FIX THE PROBLEM. HE</p>	
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Customer Service Request Detail # S00804603656

Activity Status:	Done	Activity Updated:	2/21/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/21/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/22/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/22/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00804906169

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 7/21/07 12:00AM  
In Service Date: 7/21/07 12:00AM  
Production Date: 7/18/07 12:00AM

**Service Request**

Service Request #: S00804906169  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/18/08 03:08AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/18/08 03:08AM  
Assigned Dealer:  
Identified Dealer: Rick Hendrick Imports  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/25/08 03:07AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00804906169

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

Note Created: 2/18/08 03:08AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027568055 Survey Type: Phone Dealer Code: 46826 Service Advisor SSN: 7884 Service Advisor Cust Pay Code: 7884 Service Advisor First Name: SHAWN Service Advisor Last Name: LAFLAMME Service Tech SSN: 7659 Service Tech Cust Pay Code: 2000 Service Tech First Name: MICHAEL Service Tech Last Name: WATSON Repair Date: 02/07/2008 Customer Salutation: Mr. Customer First Name: [REDACTED] Customer Middle Name: E Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE43537L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 447924 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: 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 NOT PURCHASE ANOTHER BMW UNTIL THEY GET RID OF THE I DRIVE. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a ...</p>	
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Customer Service Request Detail # S00804906169

... Answer:		...	
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 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00805205783

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 4.4i  
Mileage:  
Sale: 8/10/06 12:00AM  
In Service Date: 8/10/06 12:00AM  
Production Date: 6/1/06 12:00AM

**Service Request**

Service Request #: S00805205783  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/21/08 02:11AM  
Created By: ISKY, AAARA  
Rep Assigned: MCGREW, Christa  
Date Assigned: 2/26/08 04:56PM  
Assigned Dealer:  
Identified Dealer: BMW of Manhattan  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/26/08 04:56PM  
Close Rep: MCGREW, Christa  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
wtr apologized to customer for inconvenience with RSA.

**Attachments**

File Name	Comments





Customer Service Request Detail # S00805205783

Activity Status:	Done	Activity Updated:	2/21/08 02:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/21/08 02:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/21/08 02:11AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027540661 Survey Type: Phone Dealer Code: 65775 Service Advisor SSN: 7753 Service Advisor Cust Pay Code: 17753 Service Advisor First Name: Jessica Service Advisor Last Name: Parra Service Tech SSN: 0537 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 02/05/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: N Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFB533461 [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 540224 Call Disposition Code: CMP Call Date: 02/18/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 75 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 25 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED HE RECENTLY HAD ROADSIDE ASSISTANCE, AND WAS DISMAYED THAT THE SERVICE DRIVER INSISTED HE HAD NO SPARE TIRE. HE SAID THEY FLAT BEDDED THE VEHICLE, THEN HE LEARNED THEY DID HAVE A FLAT TIRE, AND THE FLAT BED WOULD NOT HAVE BEEN NECESSARY. HE SAID SOMEONE SHOULD</p>	
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Customer Service Request Detail # S00805205783

Activity Status:	Done	Activity Updated:	2/22/08 04:36PM
Activity Type	Initial Customer Contact	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	2/22/08 04:36PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Left message with 3rd party female.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/25/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/25/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 03		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/26/08 04:56PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	2/26/08 04:53PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr spoke with customer and apologized for the inconvenience with RSA. advsd would document		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00805804090

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 8/18/07 12:00AM  
In Service Date: 8/18/07 12:00AM  
Production Date: 8/12/07 12:00AM

**Service Request**

Service Request #: S00805804090  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/27/08 01:35AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/27/08 01:35AM  
Assigned Dealer:  
Identified Dealer: Kimberly BMW of Davenport  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/29/08 04:38PM  
Close Rep: Stern, Rebecca  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
wrtr apologized to cust for electical issues. cust is going in next tues for reprogramming.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00805804090

Activity Status:	Done	Activity Updated:	2/27/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/27/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/27/08 01:35AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027691428  
Survey Type: Phone  
Dealer Code: 26865  
Service Advisor SSN: 8986  
Service Advisor Cust Pay Code:  
Service Advisor First Name:  
Service Advisor Last Name:  
Service Tech SSN: 2182  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 02/14/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM [REDACTED]  
VIN 17: 5UXFE83397L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 068052  
Call Disposition Code: CMP  
Call Date: 02/22/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 100  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 50  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 100  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE WOULD LIKE TO HAVE  
BMW NA CONTACT HIM REGARDING THE PROBLEMS WITH HIS  
COMPUTER PROGRAMS. HE HAS A PROBLEM WITH THE  
ELECTRONICS IN THE VEHICLE AND MAINLY THE MAIN COMPUTER.  
HE HAD THE VEHICLE FOR ABOUT SIX MONTHS AND THERE ARE  
LOT AF FLAWS WITH THE COMPUTER.



Customer Service Request Detail # S00805804090

Activity Status:	Done	Activity Updated:	2/29/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/29/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/29/08 04:37PM
Activity Type	Customer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	2/29/08 04:33PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	cust sttd his electronics have been malfunctioning. cust sttd the idrive wasnt reading the oil level correctly.		
Note Created: 2/29/08 04:35PM		Note Created By: Stern, Rebecca	Note Type: Customer Interaction
cust sttd park distance control goes off when car isnt moving. cust std he received messages and alerts on the idrive. cust sttd he has to reboot the car. cust sttd car is going back in next tuesday for a full day of reprogramming.			



Customer Service Request Detail # S00805902147

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 7/7/06 12:00AM  
In Service Date: 7/7/06 12:00AM  
Production Date: 7/5/06 12:00AM

**Service Request**

Service Request #: S00805902147  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 2/28/08 01:38AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 2/28/08 01:38AM  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/3/08 03:04AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
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 # S00805902147

Activity Status:	Done	Activity Updated:	2/28/08 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	2/28/08 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 2/28/08 01:38AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027579270 Survey Type: Dealer Code: Service Advisor SSN: 9001 Service Advisor Cust Pay Code: Service Advisor First Name: jill Service Advisor Last Name: bell Service Tech SSN: 4751 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 02/11/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFA13566L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 019266 Call Disposition Code: CMP Call Date: 02/23/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 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 ABOUT THE ISSUE WITH THE SERVICE REPRESENTATIVE. CUSTOMER STATED HE WAS BASICALLY TOLD IT WAS LATE IN THE DAY AND NO ONE COULD HELP HIM SO HE WOULD HAVE TO CONTACT HIS NORMAL SERVICE ADVISOR. HE THEN CONTACTED HIS NORMAL SERVICE ADVISOR WHO WAS MS BELL AND</p>	
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Customer Service Request Detail # S00805902147

Activity Status:	Done	Activity Updated:	2/29/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	2/29/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/3/08 03:04AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/3/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	





Customer Service Request Detail # S00806305732

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 1/6/07 12:00AM  
In Service Date: 1/6/07 12:00AM  
Production Date: 12/28/06 12:00AM

**Service Request**

Service Request #: S00806305732  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/3/08 05:13AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 3/3/08 05:13AM  
Assigned Dealer:  
Identified Dealer: Classic BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/7/08 03:00AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00806305732

Activity Status:	Done	Activity Updated:	3/3/08 05:13AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/3/08 05:13AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/3/08 05:13AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027659378 Survey Type: Phone Dealer Code: 42111 Service Advisor SSN: 3739 Service Advisor Cust Pay Code: 2773 Service Advisor First Name: Greg Service Advisor Last Name: Borchers Service Tech SSN: 3947 Service Tech Cust Pay Code: 2040 Service Tech First Name: GIAU Service Tech Last Name: NGUYEN Repair Date: 02/15/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 4USFE835X7L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 577315 Call Disposition Code: TPI Call Date: 02/28/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: TPI NAME: CAROL HUNTER. CUSTOMER STATED SHE WOULD LIKE A CALL FROM BMW OF NA REGARDING HER NAVIGATION SYSTEM. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
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Customer Service Request Detail # S00806305732

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	3/5/08 04:46PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	3/5/08 04:43PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	No Answer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/6/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/6/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/6/08 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	3/6/08 04:30PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/7/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/7/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00806800420

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 8/31/07 12:00AM  
In Service Date: 8/31/07 12:00AM  
Production Date: 8/8/07 12:00AM

**Service Request**

Service Request #: S00806800420  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/8/08 12:36AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 3/8/08 12:36AM  
Assigned Dealer:  
Identified Dealer: Wagner BMW of Shrewsbury  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/13/08 03:02AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00806800420

Activity Status:	Done	Activity Updated:	3/8/08 12:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/8/08 12:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/8/08 12:36AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027873159 Survey Type: Phone Dealer Code: 26598 Service Advisor SSN: 1968 Service Advisor Cust Pay Code: 36 Service Advisor First Name: WILL Service Advisor Last Name: DOUCETTE Service Tech SSN: 8549 Service Tech Cust Pay Code: 30 Service Tech First Name: JOHN Service Tech Last Name: FOWLER Repair Date: 02/28/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE43527L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 61482 Call Disposition Code: CMP Call Date: 03/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE SERVICE WAS FINE. HE SAID HE CAN GIVE A RATING OF FIVE FOR THE CENTER BUT THREE FOR BMW AS HE HAD BEEN HAVING PROBLEMS WITH HIS COMPUTER SINCE HE PURCHASED IT. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a ...</p>	
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Customer Service Request Detail # S00806800420

... Answer: U		...	
Activity Status:	Done	Activity Updated:	3/12/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/12/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/13/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 03:01AM	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 # S00806802593

**Customer**

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

**Service Request**

Service Request #: S00806802593  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/8/08 01:02AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 3/8/08 01:02AM  
Assigned Dealer:  
Identified Dealer: BMW of Austin  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/13/08 03:00AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 12/21/06 12:00AM  
In Service Date: 12/21/06 12:00AM  
Production Date: 12/13/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0000	GENERAL
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
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00806802593

Activity Status:	Done	Activity Updated:	3/8/08 01:02AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/8/08 01:02AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/8/08 01:02AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027707158 Survey Type: Phone Dealer Code: 26167 Service Advisor SSN: 2550 Service Advisor Cust Pay Code: 150 Service Advisor First Name: Thad Service Advisor Last Name: Tucker Service Tech SSN: 5708 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 02/19/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Z Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE43547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 149958 Call Disposition Code: CMP Call Date: 03/04/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 50 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED SHE IS NOT SATISFIED OR HAPPY WITH HER VEHICLE. SHE HAS NEVER HAD A NEW VEHICLE THAT HAS HAD TO HAVE MAJOR REPAIRS IN THE FIRST YEAR. SHE HAS HAD TO FIX A COMPRESSOR AND A COMPUTER IN HER VEHICLE. Unadjusted Q1a Answer: Unadjusted Q1a Other ...</p>	
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Customer Service Request Detail # S00806802593

... Comments: Unadjus		...	
Activity Status:	Done	Activity Updated:	3/12/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/12/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/13/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/13/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00807705603

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 1/3/07 12:00AM  
In Service Date: 1/2/07 12:00AM  
Production Date: 12/19/06 12:00AM

**Service Request**

Service Request #: S00807705603  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/17/08 02:39AM  
Created By: ISKY, AAARA  
Rep Assigned: Greer, Ryan  
Date Assigned: 3/24/08 10:48AM  
Assigned Dealer:  
Identified Dealer: Braman BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 3/24/08 10:50AM  
Close Rep: Greer, Ryan  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Call attempts satisfied. apologized to customer. advised would file complaint. customer thanked for assistance

**Attachments**

File Name	Comments



Customer Service Request Detail # S00807705603

Activity Status:	Done	Activity Updated:	3/17/08 02:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/17/08 02:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/17/08 02:39AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055027900412 Survey Type: Phone Dealer Code: 20626 Service Advisor SSN: 4123 Service Advisor Cust Pay Code: 541 Service Advisor First Name: FELIPE Service Advisor Last Name: BOCANGEL Service Tech SSN: 0857 Service Tech Cust Pay Code: 2186 Service Tech First Name: CHRIS Service Tech Last Name: SHAFFER Repair Date: 03/04/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 4USFE435X7L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 483448 Call Disposition Code: CMP Call Date: 03/12/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 25 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 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 REQUESTS CALL BACK FROM BMW NA. CUSTOMER STATED SHE HAS BEEN GOING TO THE CENTER FOR 15 YEARS AND HAS PURCHASED THREE OR FOUR DIFFERENT VEHICLES FROM THEM AND AFTER THIS VISIT SHE IS UNSURE IF SHE WILL EVER RETURN TO THE CENTER FOR ANYTHING. IT</p>	
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Customer Service Request Detail # S00807705603

Activity Status:	Done	Activity Updated:	3/19/08 05:03PM
Activity Type	Initial Customer Contact	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/19/08 05:03PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/20/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/20/08 03:04AM	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:	3/21/08 04:43PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/21/08 04:43PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00808601858

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/28/07 12:00AM  
In Service Date: 2/28/07 12:00AM  
Production Date: 1/13/07 12:00AM

**Service Request**

Service Request #: S00808601858  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/26/08 12:52AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 3/26/08 12:52AM  
Assigned Dealer:  
Identified Dealer: Jackie Cooper Imports, LLC  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/3/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00808601858

Activity Status:	Done	Activity Updated:	3/26/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/26/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/26/08 12:52AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027972383  
Survey Type: Phone  
Dealer Code: 35071  
Service Advisor SSN: 7950  
Service Advisor Cust Pay Code: 27950  
Service Advisor First Name: KIMBERLY  
Service Advisor Last Name: ARNN  
Service Tech SSN: 0005  
Service Tech Cust Pay Code: 1129  
Service Tech First Name: RONALD  
Service Tech Last Name: HENRY  
Repair Date: 03/08/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 4USFE43557L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 232825  
Call Disposition Code: CMP  
Call Date: 03/22/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 50  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED, KIM, THE SERVICE  
ADVISOR HAS GREAT PERSONALITY. SHE IS NEVER AT HER DESK  
NEAR IMPOSSIBLE TO GET HER ON THE PHONE. KEPT HER  
VEHICLE FOR THREE DAYS. THEY TOLD HER CELL PHONE  
CHARGER PLUGGED IN DRAINING HER BATTERY CAUSING  
PROBLEM. ONE



Customer Service Request Detail # S00808601858

Activity Status:	Done	Activity Updated:	3/27/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/27/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/3/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/3/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00809107497

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 6/12/07 12:00AM  
In Service Date: 6/12/07 12:00AM  
Production Date: 6/1/07 12:00AM

**Service Request**

Service Request #: S00809107497  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 3/31/08 04:49AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 3/31/08 04:49AM  
Assigned Dealer:  
Identified Dealer: Laurel BMW of Westmont  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/10/08 03:03AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS
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 # S00809107497

Activity Status:	Done	Activity Updated:	3/31/08 04:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/31/08 04:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/31/08 04:49AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028155394  
Survey Type:  
Dealer Code: 24987  
Service Advisor SSN: 8424  
Service Advisor Cust Pay Code: 30  
Service Advisor First Name: BOB  
Service Advisor Last Name: KERNWEIN  
Service Tech SSN: 4750  
Service Tech Cust Pay Code: 22  
Service Tech First Name: ANDY  
Service Tech Last Name: SZOSTALL  
Repair Date: 03/20/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 5UXFE43577L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 114201  
Call Disposition Code: CMP  
Call Date: 03/27/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 0  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 0  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 100  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 0  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 0  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW  
NA. CUSTOMER STATED HE TOOK THE VEHICLE IN BECAUSE THE  
CD CHANGER WAS JAMMED AND THE REAR CAMERA WAS FOGGY.  
DURING THE SERVICE THEY BROKE THE FRONT GRILLE. THE  
SERVICE TOOK A WEEK LONGER THAN PROMISED. WHILE USING  
THE LOANER HE GOT A FLAT TI



Customer Service Request Detail # S00809107497

Activity Status:	Done	Activity Updated:	4/2/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/2/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/10/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/10/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00810203434

**Customer**

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

**Service Request**

Service Request #: S00810203434  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/11/08 01:13AM  
Created By: ISKY, AAARA  
Rep Assigned: Burkland, Laurie  
Date Assigned: 4/25/08 04:34PM  
Assigned Dealer:  
Identified Dealer: BMW of Charlottesville  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 04:35PM  
Close Rep: Burkland, Laurie  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 6/25/07 12:00AM  
In Service Date: 6/25/07 12:00AM  
Production Date: 6/18/07 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
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	BODY - FENDERS, HOOD,	4151	DOORS - SEALS, EDGE PROTECTION, DC
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	SHIFT LEVER & LINKAGE	2500	SHIFT LEVER & LINKAGE

**Solution Notes**

Solution
Writer thanked cust for his feedback. Advd would note concern.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00810203434

Activity Status:	Done	Activity Updated:	4/11/08 01:13AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/11/08 01:13AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/11/08 01:13AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028257795 Survey Type: Phone Dealer Code: 24285 Service Advisor SSN: 4767 Service Advisor Cust Pay Code: CB7 Service Advisor First Name: Ahna Service Advisor Last Name: Seely Service Tech SSN: 8626 Service Tech Cust Pay Code: 714 Service Tech First Name: THOMAS Service Tech Last Name: MARSH Repair Date: 03/31/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE43587L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 004481 Call Disposition Code: CMP Call Date: 04/05/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 75 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 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 WOULD LIKE BMW TO KNOW THAT HE FEELS THAT IN THE NEW X5 SERIES IT IS A BAD PLACE FOR THE PARK BUTTON TO BE AT THE TOP. HE FEELS THIS COULD CAUSE ACCIDENTS. HE WANTED BMW TO BE AWARE OF THIS. IN THE NEW X5 SERIES THE GEARSHIFT THE BUTTO</p>	
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Customer Service Request Detail # S00810203434

Activity Status:	Done	Activity Updated:	4/25/08 04:34PM
Activity Type	Initial Customer Contact	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	4/25/08 04:30PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Cust stts shifter is "overengineered" and park button makes veh unsafe.		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00810503652

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 1/27/07 12:00AM  
In Service Date: 1/27/07 12:00AM  
Production Date: 12/27/06 12:00AM

**Service Request**

Service Request #: S00810503652  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/14/08 01:49AM  
Created By: ISKY, AAARA  
Rep Assigned: Cumella, Anthony  
Date Assigned: 4/25/08 05:15PM  
Assigned Dealer:  
Identified Dealer: Crevier BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 05:37PM  
Close Rep: Cumella, Anthony  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
Spanish Trans asked if cust had any comments about his service. Cust stts everything is fine at this time.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00810503652

Activity Status:	Done	Activity Updated:	4/14/08 01:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/14/08 01:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/14/08 01:49AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028255609 Survey Type: Phone Dealer Code: 04552 Service Advisor SSN: 0345 Service Advisor Cust Pay Code: 112003 Service Advisor First Name: John Service Advisor Last Name: Deck Service Tech SSN: 9743 Service Tech Cust Pay Code: 101276 Service Tech First Name: William Service Tech Last Name: Messenger Repair Date: 04/01/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: Customer PM Phone: [REDACTED] VIN 17: 4USFE43547 [REDACTED] VIN 7: L [REDACTED] Invoice Number: RO Number: 374379 Call Disposition Code: CMP Call Date: 04/08/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 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: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00810503652

...		...	
Activity Status:	Done	Activity Updated:	4/25/08 05:33PM
Activity Type	Initial Customer Contact	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/25/08 05:13PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Cust doesnt speak english disconnected call.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/25/08 05:37PM
Activity Type	Initial Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	4/25/08 05:33PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Spanish Trans asked if cust had any comments about his service. Cust stts everything is fine at this time.		
Note Created:		Note Created By:	Note Type:





Customer Service Request Detail # S00810803991

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 5/24/07 12:00AM  
In Service Date: 5/24/07 12:00AM  
Production Date: 5/14/07 12:00AM

**Service Request**

Service Request #: S00810803991  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/17/08 01:36AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/17/08 01:36AM  
Assigned Dealer:  
Identified Dealer: Bluegrass BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/30/08 03:00AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
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 # S00810803991

Activity Status:	Done	Activity Updated:	4/17/08 01:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/17/08 01:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/17/08 01:36AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028309151 Survey Type: Dealer Code: 26387 Service Advisor SSN: 8067 Service Advisor Cust Pay Code: Service Advisor First Name: Service Advisor Last Name: Service Tech SSN: 8305 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/02/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 5UXFE43547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 086511 Call Disposition Code: CMP Call Date: 04/11/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 50 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THERE ARE PROBLEMS WITH THE I-DRIVE WHICH THE SERVICE PERSONNEL CANNOT FIX AND BMW NEEDS TO ADDRESS THESE PROBLEMS. Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a ...</p>	
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Customer Service Request Detail # S00810803991

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	4/25/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/25/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/30/08 03:00AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:00AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811003563

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 9/24/07 12:00AM  
In Service Date: 9/24/07 12:00AM  
Production Date: 9/14/07 12:00AM

**Service Request**

Service Request #: S00811003563  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/19/08 01:21AM  
Created By: ISKY, AAARA  
Rep Assigned: Collins, Dan  
Date Assigned: 4/22/08 04:52PM  
Assigned Dealer:  
Identified Dealer: BMW of Manhattan  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/22/08 04:53PM  
Close Rep: Collins, Dan  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SL03	OVERALL QUALITY	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL

**Solution Notes**

Solution
thanked cust for feedback, advsd would document concerns

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811003563

Activity Status:	Done	Activity Updated:	4/19/08 01:21AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/19/08 01:21AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/19/08 01:21AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028308245 Survey Type: 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: 8580 Service Tech Cust Pay Code: 548 Service Tech First Name: JOSE Service Tech Last Name: CASCIANO Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: Customer PM Phone: [REDACTED] VIN 17: 5UXFE43597 [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 546991 Call Disposition Code: CMP Call Date: 04/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 75 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00811003563

...		...	
Activity Status:	Done	Activity Updated:	4/22/08 04:52PM
Activity Type	Initial Customer Contact	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	4/22/08 04:48PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust stts no current issues, has had to bring it in twice in the past for electrical issues that made the vehicle inoperable.		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00811101376

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811101376  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/20/08 11:49AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/20/08 11:49AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 03:06AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811101376

Activity Status:	Done	Activity Updated:	4/20/08 11:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/20/08 11:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/20/08 11:49AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028317332 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 1280 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE83547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 035285 Call Disposition Code: CMP Call Date: 04/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00811101376

...		...	
Activity Status:	Done	Activity Updated:	4/23/08 04:08AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/23/08 04:08AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/24/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/25/08 03:06AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/25/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00811103166

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811103166  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/20/08 12:26PM  
Created By: ISKY, AAARA  
Rep Assigned: Collins, Dan  
Date Assigned: 4/22/08 04:59PM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/22/08 04:59PM  
Close Rep: Collins, Dan  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
CO27	SURVEY ISSUE	SURVEY ISSUE	CW01	SURVEY ISSUE

**Solution Notes**

Solution
cust stts nothing needed at this time.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811103166

Activity Status:	Done	Activity Updated:	4/20/08 12:26PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/20/08 12:26PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/20/08 12:26PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811103166

Activity Status:	Done	Activity Updated:	4/22/08 04:59PM
Activity Type	Initial Customer Contact	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	4/22/08 04:57PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust stts no further questions		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811201377

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811201377  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/21/08 08:26AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/21/08 08:26AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/21/08 08:26AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution  
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811201377

Activity Status:	Done	Activity Updated:	4/21/08 08:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 08:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/21/08 08:26AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 4USFE83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:  
...



Customer Service Request Detail # S00811201377

...		...	
Activity Status:	Done	Activity Updated:	4/21/08 08:26AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 08:26AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00811203167

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811203167  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/21/08 09:11AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/21/08 09:11AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/21/08 09:11AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments





Customer Service Request Detail # S00811203167

Activity Status:	Done	Activity Updated:	4/21/08 09:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 09:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/21/08 09:11AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811203167

Activity Status:	Done	Activity Updated:	4/21/08 09:11AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/21/08 09:11AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811301364

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811301364  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/22/08 12:52AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/22/08 12:52AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/22/08 12:52AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP

**Solution Notes**

Solution  
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811301364

Activity Status:	Done	Activity Updated:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/22/08 12:52AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028317332 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 1280 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE83547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 035285 Call Disposition Code: CMP Call Date: 04/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00811301364

...		...	
Activity Status:	Done	Activity Updated:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/22/08 12:52AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 12:52AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811303154

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811303154  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/22/08 01:29AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/22/08 01:29AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/22/08 01:29AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811303154

Activity Status:	Done	Activity Updated:	4/22/08 01:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/22/08 01:29AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811303154

Activity Status:	Done	Activity Updated:	4/22/08 01:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/22/08 01:29AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/22/08 01:29AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, existing Open SR SR#		
Note Created:		Note Created By:	
		Note Type:	





Customer Service Request Detail # S00811400935

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811400935  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/23/08 04:31AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/23/08 04:31AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/23/08 04:31AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811400935

Activity Status:	Done	Activity Updated:	4/23/08 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/23/08 04:31AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 4USFE83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:  
...



Customer Service Request Detail # S00811400935

...		...	
Activity Status:	Done	Activity Updated:	4/23/08 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/23/08 04:31AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 04:31AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811402725

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811402725  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/23/08 05:12AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/23/08 05:12AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/23/08 05:12AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS

**Solution Notes**

Solution  
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811402725

Activity Status:	Done	Activity Updated:	4/23/08 05:12AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:12AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/23/08 05:12AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Last Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811402725

Activity Status:	Done	Activity Updated:	4/23/08 05:12AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:12AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/23/08 05:12AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/23/08 05:12AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811500948

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811500948  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/24/08 12:56AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/24/08 12:56AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/24/08 12:56AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811500948

Activity Status:	Done	Activity Updated:	4/24/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 12:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 12:56AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028317332 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 1280 Service Tech Cust Pay Code: Service Tech First Name: Service Tech Last Name: Repair Date: 04/07/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: D Customer Suffix: Customer AM Phone: [REDACTED] Customer PM Phone: [REDACTED] VIN 17: 4USFE83547L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 035285 Call Disposition Code: CMP Call Date: 04/15/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 50 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: Unadjusted Q1a Answer: Unadjusted Q1a Other Comments: Unadjusted Q3a Answer: Unadjusted Q5a Answer: Unadjusted Q6a Answer: ...</p>	
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Customer Service Request Detail # S00811500948

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Activity Status:	Done	Activity Updated:	4/24/08 12:56AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 12:56AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00811502738

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811502738  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/24/08 01:33AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/24/08 01:33AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/24/08 01:33AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811502738

Activity Status:	Done	Activity Updated:	4/24/08 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 01:33AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811502738

Activity Status:	Done	Activity Updated:	4/24/08 01:33AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 01:33AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811505482

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811505482  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/24/08 08:10AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/24/08 08:10AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/24/08 08:10AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811505482

Activity Status:	Done	Activity Updated:	4/24/08 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/24/08 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		
Note Created: 4/24/08 08:10AM		Note Created By: ISKY, AAARA	Note Type: Customer Interaction



Customer Service Request Detail # S00811505482

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone:  
VIN 17: 4USFF83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:

Activity Status:	Done	Activity Updated:	4/24/08 08:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		



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Note Created:	Note Created By:	Note Type:





Customer Service Request Detail # S00811507614

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811507614  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/24/08 08:50AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/24/08 08:50AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/24/08 08:50AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution  
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811507614

Activity Status:	Done	Activity Updated:	4/24/08 08:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/24/08 08:50AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811507614

Activity Status:	Done	Activity Updated:	4/24/08 08:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/24/08 08:50AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/24/08 08:50AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811602277

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811602277  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/25/08 12:57AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/25/08 12:57AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 12:57AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811602277

Activity Status:	Done	Activity Updated:	4/25/08 12:57AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:57AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/25/08 12:57AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 4USFE83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:  
...



Customer Service Request Detail # S00811602277

...		...	
Activity Status:	Done	Activity Updated:	4/25/08 12:57AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:57AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/25/08 12:57AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 12:57AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811604067

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811604067  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/25/08 01:35AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/25/08 01:35AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/25/08 01:35AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811604067

Activity Status:	Done	Activity Updated:	4/25/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/25/08 01:35AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811604067

Activity Status:	Done	Activity Updated:	4/25/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/25/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/25/08 01:35AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/25/08 01:35AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	



Customer Service Request Detail # S00811702277

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811702277  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/26/08 12:54AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/26/08 12:54AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/26/08 12:54AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution  
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811702277

Activity Status:	Done	Activity Updated:	4/26/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/26/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		
Note Created: 4/26/08 12:54AM		Note Created By: ISKY, AAARA	Note Type: Customer Interaction



Customer Service Request Detail # S00811702277

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone:  
VIN 17: 4USFF83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:

Activity Status:	Done	Activity Updated:	4/26/08 12:54AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 12:54AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		



Customer Service Request Detail # S00811702277

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/26/08 12:54AM		
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA		
Activity Assigned To:	ISKY, AAARA	Email From:			
Activity Created:	4/26/08 12:54AM	Email To:			
Activity Created By:	ISKY, AAARA				
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #				
Note Created:		Note Created By:		Note Type:	



Customer Service Request Detail # S00811704067

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811704067  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/26/08 01:30AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/26/08 01:30AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/26/08 01:30AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811704067

Activity Status:	Done	Activity Updated:	4/26/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/26/08 01:30AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811704067

Activity Status:	Done	Activity Updated:	4/26/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/26/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	4/26/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/26/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	





Customer Service Request Detail # S00811802256

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 12/30/06 12:00AM  
In Service Date: 12/30/06 12:00AM  
Production Date: 12/5/06 12:00AM

**Service Request**

Service Request #: S00811802256  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/27/08 12:55AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/27/08 12:55AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/27/08 12:55AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811802256

Activity Status:	Done	Activity Updated:	4/27/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/27/08 12:55AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028317332  
Survey Type: Phone  
Dealer Code: 14000  
Service Advisor SSN: 6218  
Service Advisor Cust Pay Code: 6218  
Service Advisor First Name: Joe  
Service Advisor Last Name: Cleaver  
Service Tech SSN: 1280  
Service Tech Cust Pay Code:  
Service Tech First Name:  
Service Tech Last Name:  
Repair Date: 04/07/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: D  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 4USFE83547L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 035285  
Call Disposition Code: CMP  
Call Date: 04/15/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments:  
Unadjusted Q1a Answer:  
Unadjusted Q1a Other Comments:  
Unadjusted Q3a Answer:  
Unadjusted Q5a Answer:  
Unadjusted Q6a Answer:  
...



Customer Service Request Detail # S00811802256

...		...	
Activity Status:	Done	Activity Updated:	4/27/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/27/08 12:55AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 12:55AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811804046

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 6/30/08 12:00AM  
In Service Date: 9/22/06 12:00AM  
Production Date: 8/23/06 12:00AM

**Service Request**

Service Request #: S00811804046  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/27/08 02:40AM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/27/08 02:40AM  
Assigned Dealer:  
Identified Dealer: Reeves Import Motorcars, Inc.  
Date Resolved:  
Resolve Rep:  
Date Closed: 4/27/08 02:40AM  
Close Rep: ISKY, AAARA  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPO	1700	COOLING SYSTEM COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Telephone/Communication S	8400	Telephone/Communication System

**Solution Notes**

Solution
This service request has been closed without the review of a BMW NA Representative. For details see the open comments.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811804046

Activity Status:	Done	Activity Updated:	4/27/08 02:40AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 02:40AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/27/08 02:40AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028347788 Survey Type: Phone Dealer Code: 14000 Service Advisor SSN: 6218 Service Advisor Cust Pay Code: 6218 Service Advisor First Name: Joe Service Advisor Last Name: Cleaver Service Tech SSN: 2932 Service Tech Cust Pay Code: 2932 Service Tech First Name: ED Service Tech Last Name: TILLACKDARRI Repair Date: 04/10/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: G Customer Suffix: Customer AM [REDACTED] VIN 17: 5UXFA135261 [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 035650 Call Disposition Code: TPI Call Date: 04/16/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 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 DESIRES A CALL FROM BMW NA. TPI NAME: AMY WULIGER. CUSTOMER STATED SHE HAS REPEATEDLY BROUGHT IN HER VEHICLE FOR SERVICE, FOR THE RADIATOR, THE RADIO, AND VARIOUS ISSUES WITH THE VEHICLE. SHE HATES REEVES IMPORT MOTORCARS, INC. SHE SAID TH</p>	
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Customer Service Request Detail # S00811804046

Activity Status:	Done	Activity Updated:	4/27/08 02:40AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/27/08 02:40AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	Customer not contacted, a Customer Relations SR was closed within 2 day(s), SR #		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811908475

**Customer**

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

**Vehicle**

Chassis # (US): L022034  
Chassis # (Non - US):  
Year: 2008  
Model: X5 3.0si  
Mileage:  
Sale: 3/5/08 12:00AM  
In Service Date: 3/5/08 12:00AM  
Production Date: 2/29/08 12:00AM

**Service Request**

Service Request #: S00811908475  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 4/28/08 01:24PM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/28/08 01:24PM  
Assigned Dealer:  
Identified Dealer: Flemington BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/16/08 03:01AM  
Close Rep: GenSurvey, fm  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811908475

Activity Status:	Done	Activity Updated:	4/28/08 01:24PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 01:24PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 01:24PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055028367995  
Survey Type:  
Dealer Code: 23418  
Service Advisor SSN: 5466  
Service Advisor Cust Pay Code: 5466  
Service Advisor First Name: JOE  
Service Advisor Last Name: SMITH  
Service Tech SSN: 6586  
Service Tech Cust Pay Code: 6586  
Service Tech First Name: BRIAN  
Service Tech Last Name: DAVIDSON  
Repair Date: 04/15/2008  
Customer Salutation:  
Customer First Name: [REDACTED]  
Customer Middle Name: B  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: 5UXFE43508L [REDACTED]  
VIN 7: L [REDACTED]  
Invoice Number/RO Number: 739453  
Call Disposition Code: CMP  
Call Date: 04/17/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 75  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score:  
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 HER NEW VEHICLE  
MALFUNCTIONED AND PARTS HAD TO BE ORDERED FROM  
GERMANY. SHE HAD A ZIPPY LOANER THAT SHE LOVED. HER  
CONCERN IS THAT SHE MAY HAVE A LEMON AS THE RADIO, WHICH  
WAS REPLACED, IS NOT FUNCTIONING AS SHE WOULD EXPECT IT  
TO.  
Unadjusted Q1a ...





Customer Service Request Detail # S00811908475

... Answer: U		...	
Activity Status:	Done	Activity Updated:	4/30/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/14/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/16/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/16/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00811921092

**Customer**

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

**Vehicle**

Chassis # (US): LZ39909  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 4/27/07 12:00AM  
In Service Date: 4/27/07 12:00AM  
Production Date: 4/5/07 12:00AM

**Service Request**

Service Request #: S00811921092  
Brand: BMW  
Type: iSky  
Current Status: Open  
Date Opened: 4/28/08 07:25PM  
Created By: ISKY, AAARA  
Rep Assigned: ISKY, AAARA  
Date Assigned: 4/28/08 07:25PM  
Assigned Dealer:  
Identified Dealer: Weber BMW  
Date Resolved:  
Resolve Rep:  
Date Closed:  
Close Rep: Unspecified, Unspecified  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	INSTRUMENTS, GAUGES,	6200	INSTRUMENTS, GAUGES, ETC.

**Solution Notes**

Solution

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811921092

Activity Status:	Done	Activity Updated:	4/28/08 07:25PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 07:25PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 07:25PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028338269 Survey Type: Phone Dealer Code: 04529 Service Advisor SSN: 1210 Service Advisor Cust Pay Code: 90086 Service Advisor First Name: JOHN Service Advisor Last Name: DEORONA Service Tech SSN: 4732 Service Tech Cust Pay Code: 90264 Service Tech First Name: DIONICIO Service Tech Last Name: MARTINEZ Repair Date: 04/09/2008 Customer Salutation: mr. Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: [REDACTED] Customer AM Phone: [REDACTED] VIN 17: 50XFE835171 [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 050697 Call Disposition Code: CMP Call Date: 04/22/2008 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: 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 WITH THIS VISIT, HE IS COMPLETELY SATISFIED. HE HAS HAD A SERIOUS PROBLEM WITH THE COMPUTER IN HIS X5. A REPRESENTATIVE FROM BMW NA HAPPENED TO BE IN THE AREA ONE DAY AND TOOK A LOOK AT HIS VEHICLE AND PROMISED THE CUSTOMER TO</p>	
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Customer Service Request Detail # S00811921092

Activity Status:	Done	Activity Updated:	5/1/08 03:04AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/26/08 03:02AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00812203597

**Customer**

Name: Mr [REDACTED]  
Preferred Communication Method:  
Work #: [REDACTED]  
Home #: [REDACTED]  
Cell #:  
Street Address: [REDACTED]  
Apt/Ste: APT 20E  
City/State/Zip: NEW YORK, NY [REDACTED]

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2006  
Model: X5 3.0i  
Mileage:  
Sale: 5/26/06 12:00AM  
In Service Date: 5/26/06 12:00AM  
Production Date: 5/11/06 12:00AM

**Service Request**

Service Request #: S00812203597  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 5/1/08 01:38AM  
Created By: ISKY, AAARA  
Rep Assigned: Coriell, Adam  
Date Assigned: 5/30/08 04:40PM  
Assigned Dealer:  
Identified Dealer: BMW of Manhattan  
Date Resolved:  
Resolve Rep:  
Date Closed: 6/2/08 12:45PM  
Close Rep: Coriell, Adam  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

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

**Solution Notes**

Solution
pending call back

**Attachments**

File Name	Comments



Customer Service Request Detail # S00812203597

Activity Status:	Done	Activity Updated:	5/1/08 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/1/08 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/1/08 01:38AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028516564 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: 4615 Service Tech Cust Pay Code: 4615 Service Tech First Name: AHMED Service Tech Last Name: AAMIR Repair Date: 04/22/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: J Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFA135261 VIN 7: L [REDACTED] Invoice Number/RO Number: 549016 Call Disposition Code: CMP Call Date: 04/25/2008 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 WOULD LIKE SOMEONE FROM BMW TO CALL HIM ABOUT THIS BECAUSE IT IS A CONCERN TO HIM. HE HAD A SITUATION WITH THE ALARM SYSTEM LOCKING HIS WIFE IN THE VEHICLE FOR TEN MINUTES WITH NOTHING WORKING. HE WAS TOLD BY THE CENTER THIS WAS PART</p>	
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Customer Service Request Detail # S00812203597

Activity Status:	Done	Activity Updated:	5/1/08 04:46PM
Activity Type	Initial Customer Contact	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	5/1/08 04:46PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Left Voice Mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 04:41PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/30/08 04:39PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	customer would like a call back another time		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/2/08 03:05AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/2/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 04		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/2/08 12:44PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	6/2/08 12:44PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	writer reached out and lm messg		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00812310537

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 2/24/07 12:00AM  
In Service Date: 2/24/07 12:00AM  
Production Date: 2/10/07 12:00AM

**Service Request**

Service Request #: S00812310537  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 5/2/08 10:42PM  
Created By: ISKY, AAARA  
Rep Assigned: Schafer, Darci  
Date Assigned: 5/6/08 05:22PM  
Assigned Dealer:  
Identified Dealer: Nalley BMW of Decatur  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/12/08 06:06PM  
Close Rep: Schafer, Darci  
Issue Note: Cust states GPS is off 3 miles at times.

**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 closing pending cust cb

**Attachments**

File Name	Comments





Customer Service Request Detail # S00812310537

Activity Status:	Done	Activity Updated:	5/2/08 10:42PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/2/08 10:42PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/2/08 10:42PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028404362 Survey Type: Phone Dealer Code: 26715 Service Advisor SSN: 2797 Service Advisor Cust Pay Code: 56357 Service Advisor First Name: JUSTIN Service Advisor Last Name: STRATON Service Tech SSN: 7469 Service Tech Cust Pay Code: 53715 Service Tech First Name: AHMED Service Tech Last Name: ALEHREMI Repair Date: 04/16/2008 Customer Salutation: Customer First Name: Compaanv: Customer Last Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE43347L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 291512 Call Disposition Code: CMP Call Date: 04/30/2008 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: DR. EASTLYN HARDING ANSWERED. CUSTOMER DESIRES A CALL FROM BMW NA AT 9172040565. CUSTOMER STATED SHE HAS HAD A QUESTION REGARDING THE GPS SYSTEM IN HER VEHICLE. IT IS NOT FUNCTIONING CORRECTLY. SHE RECEIVED SOMETHING IN THE MAIL AB</p>	
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Customer Service Request Detail # S00812310537

Activity Status:	Done	Activity Updated:	5/6/08 05:22PM
Activity Type	Initial Customer Contact	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/6/08 05:21PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called pm number.Recept now familiar with Dr.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/08 10:58AM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/7/08 10:48AM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci stating GPS is not accurate.		
Note Created: 5/7/08 10:57AM		Note Created By: Schafer, Darci	
		Note Type: Customer Interaction	
Cust states will get numbers off disc and call writer back.Writer will then call Navteq to verify if new disc avail and look into getting new disc for cust Goodwilled.			
Activity Status:	Done	Activity Updated:	5/8/08 06:46PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	5/8/08 06:16PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	Writer called cust cp.Cust sttes will cb once get info from NAVTEQ		
Note Created:		Note Created By:	
		Note Type:	



Customer Service Request Detail # S00812902472

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 3.0si  
Mileage:  
Sale: 7/14/07 12:00AM  
In Service Date: 7/14/07 12:00AM  
Production Date: 6/29/07 12:00AM

**Service Request**

Service Request #: S00812902472  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 5/8/08 01:15AM  
Created By: ISKY, AAARA  
Rep Assigned: Coil, Jarrod  
Date Assigned: 5/8/08 04:49PM  
Assigned Dealer:  
Identified Dealer: BMW of Bayside  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/8/08 04:50PM  
Close Rep: Coil, Jarrod  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	EXHAUST SYSTEMS	1800	EXHAUST SYSTEMS
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

**Solution Notes**

Solution
spoke with cust, adv everything had been resolved. top notch service

**Attachments**

File Name	Comments



Customer Service Request Detail # S00812902472

Activity Status:	Done	Activity Updated:	5/8/08 01:15AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/8/08 01:15AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/8/08 01:15AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028447813 Survey Type: Dealer Code: 10695 Service Advisor SSN: 1105 Service Advisor Cust Pay Code: 1105 Service Advisor First Name: George Service Advisor Last Name: Fan Service Tech SSN: 7574 Service Tech Cust Pay Code: 7574 Service Tech First Name: KEMP Service Tech Last Name: GRANT Repair Date: 04/16/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE43577L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 235927 Call Disposition Code: CMP Call Date: 05/02/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 100 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 100 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 100 Q4 Explanation of work performed Unadjusted Q4 Score: 100 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 100 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THE SILENCER INSIDE THE MUFFLER WAS DEFECTIVE. HIS VEHICLE IS TEN MONTHS OLD AND HAS BEEN IN FOR SERVICE FIVE DIFFERENT TIMES. THE VEHICLE HAS SUBSTANDARD PLASTIC BUMPERS AND THERE ARE NO VELCRO RETAINERS ON THE MATS THAT WERE PUT IN. THE RAD</p>	
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Customer Service Request Detail # S00812902472

Activity Status:	Done	Activity Updated:	5/8/08 04:50PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/8/08 04:48PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, adv everything had been resolved. top notch service		
Note Created:		Note Created By:	Note Type:



Customer Service Request Detail # S00813702664

**Customer**

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

**Service Request**

Service Request #: S00813702664  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 5/16/08 01:04AM  
Created By: ISKY, AAARA  
Rep Assigned: Coil, Jarrod  
Date Assigned: 5/16/08 04:35PM  
Assigned Dealer: Advantage BMW  
Identified Dealer: Advantage BMW  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/23/08 02:44PM  
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): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage: 22,000  
Sale: 3/21/07 12:00AM  
In Service Date: 3/21/07 12:00AM  
Production Date: 3/15/07 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
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS

**Solution Notes**

Solution
received VM from Jason, stts they are trade assisting cust into a 5 series

**Attachments**

File Name	Comments



Customer Service Request Detail # S00813702664

Activity Status:	Done	Activity Updated:	5/16/08 01:04AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/16/08 01:04AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/16/08 01:04AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028629877 Survey Type: Phone Dealer Code: Service Advisor SSN: 0774 Service Advisor Cust Pay Code: 88804 Service Advisor First Name: JAN Service Advisor Last Name: HUJICEK Service Tech SSN: 5065 Service Tech Cust Pay Code: 8414 Service Tech First Name: THONG Service Tech Last Name: LEE Repair Date: 04/25/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: R Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE835X7L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 186533 Call Disposition Code: CMP Call Date: 05/08/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 0 Q2 Respectful and courteous treatment Unadjusted Q2 Score: Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 0 Q4 Explanation of work performed Unadjusted Q4 Score: Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THEY HAD THE VEHICLE FOR ALMOST A WEEK AND STILL HAS PROBLEMS. THE BLUETOOTH IS NOT WORKING, THE IDRIVE IS LOCKING UP, TRANSMISSION JERKS LIKE RIDING A HORSE. HE IS TRYING TO GET BMW INVOLVED, HE IS SICK OF IT. THE ADVISOR IS NOT GETTING ANYTHING DONE.</p>	
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Customer Service Request Detail # S00813702664

Activity Status:	Done	Activity Updated:	5/16/08 04:41PM
Activity Type	Initial Customer Contact	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/16/08 04:34PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, stts veh has been in serv 5 weeks this year (713)501-4292		
Note Created: 5/16/08 04:38PM		Note Created By: Coil, Jarrod	
		Note Type: Initial Customer Contact	
<p>cust stts veh has been into serv 5 weeks just this year. cust stts transmission has had many problems "jerking, jumping". cust stts iDrive has been replaced. cust stts the navigation and radio fail. cust stts the veh is horrible and BMW should be embarrassed. cust stts BMW should replace veh before he invokes the lemon law. writer adv he would research issue with serv and see what can be done to resolve issues.</p>			
Activity Status:	Done	Activity Updated:	5/20/08 04:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/20/08 04:22PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Jeffry Rogers, see notes		
Note Created: 5/20/08 04:24PM		Note Created By: Coil, Jarrod	
		Note Type: Dealer Interaction	
<p>May 1 days, april, march 2x, Feb, oct 07 - Jeff stts cust has extensive issues in 2007 as well. Jeff stts he shows tranny complaints, iDrive, Bluetooth. Jeff stts mrkt team will be in on Thursday 5/22 and he will pull file and discuss replacement request. writer adv he would follow up on Thurs afternoon</p>			
Activity Status:	Done	Activity Updated:	5/23/08 01:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/23/08 01:28PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Jeff, adv Jason met with cust and reg mgmt yesterday, left VM for Jason to return call		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/23/08 02:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	5/23/08 02:40PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	received VM from Jason, stts they are trade assisting cust into a 5 series		
Note Created:		Note Created By:	
		Note Type:	





Customer Service Request Detail # S00813704420

**Customer**

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

**Vehicle**

Chassis # (US): L [REDACTED]  
Chassis # (Non - US):  
Year: 2007  
Model: X5 4.8i  
Mileage:  
Sale: 4/21/07 12:00AM  
In Service Date: 4/21/07 12:00AM  
Production Date: 2/14/07 12:00AM

**Service Request**

Service Request #: S00813704420  
Brand: BMW  
Type: iSky  
Current Status: Closed  
Date Opened: 5/16/08 01:38AM  
Created By: ISKY, AAARA  
Rep Assigned: Harris, Ryan  
Date Assigned: 5/16/08 04:46PM  
Assigned Dealer:  
Identified Dealer: BMW of San Francisco  
Date Resolved:  
Resolve Rep:  
Date Closed: 5/20/08 12:24PM  
Close Rep: Harris, Ryan  
Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES

**Solution Notes**

Solution
Call attempts satisfied. Closed pending call back.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00813704420

Activity Status:	Done	Activity Updated:	5/16/08 01:38AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/16/08 01:38AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/16/08 01:38AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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<p>Transaction Reason: New Survey iSky Survey Id: 055028664451 Survey Type: Dealer Code: 04247 Service Advisor SSN: 5165 Service Advisor Cust Pay Code: 292 Service Advisor First Name: JEFF Service Advisor Last Name: ADAMS Service Tech SSN: 7060 Service Tech Cust Pay Code: 280 Service Tech First Name: BARRY Service Tech Last Name: ABE Repair Date: 04/21/2008 Customer Salutation: Customer First Name: [REDACTED] Customer Middle Name: [REDACTED] Customer Suffix: Customer AM Phone: [REDACTED] VIN 17: 5UXFE83347L [REDACTED] VIN 7: L [REDACTED] Invoice Number/RO Number: 433774 Call Disposition Code: CMP Call Date: 05/08/2008 Q1 Satisfaction with getting a Service Appointment Unadjusted Q1 Score: 50 Q2 Respectful and courteous treatment Unadjusted Q2 Score: 25 Q3 Agreed-upon work completed by time promised Unadjusted Q3 Score: 25 Q4 Explanation of work performed Unadjusted Q4 Score: 0 Q5 Convenience of drop-off and/or pick-up Unadjusted Q5 Score: 0 Q6 Quality of work performed Unadjusted Q6 Score: Q7 Overall Satisfaction Unadjusted Q7 Score: Q8 Recommend Service Dept to a friend Unadjusted Q8 Score: Unadjusted Q9 Score: Customer Comments: CUSTOMER STATED THIS REALLY WAS THE WORST SERVICE EXPERIENCE HE HAS EVER HAD. THE ONLY POSITIVE WAS THAT THEY GAVE HIS TRUCK A DETAILING AND DELIVERED IT TO HIS OFFICE TO TRY TO MAKE UP FOR THEIR POOR SERVICE. ON SATURDAY THEY TOLD HIM IT WOULD BE READY, BUT IT WAS</p>	
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Customer Service Request Detail # S00813704420

Activity Status:	Done	Activity Updated:	5/16/08 04:46PM
Activity Type	Initial Customer Contact	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	5/16/08 04:45PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Fax tone. (415)690-2264		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/19/08 12:30PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	5/19/08 12:30PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for cust to call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/20/08 12:23PM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	5/20/08 12:23PM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Left VM for cust to call back.		
Note Created:		Note Created By:	
		Note Type:	