

**BMW of North America, LLC
BMW Group Company**

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer Service Request Detail # 1-106824254

Customer

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

Service Request

Service Request #:	1-106824254
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	10/7/2003 08:54AM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	10/7/2003 08:54AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/7/2003 09:02AM
Close Rep:	Labatzky, Karen
Issue Note:	steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	09/16/03
In Service Date:	09/16/03
Production Date:	07/07/03

Code Descriptions

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

Solution Notes

Created	Solution
10/7/2003	apologized, please let me know how I can assist.

Attachments

File Name	Comments

Customer Service Request Detail # 1-106824254

Activity Status:	Done	Activity Updated:	10/7/2003 08:58AM
Activity Type	Email - Inbound	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	Rickymarlin@cox.net
Activity Created:	10/2/2003 11:48PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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10/2/2003 10:48:26 PM
[Redacted]
[Redacted]
City: Escondido
[Redacted]
E-mail: [Redacted]
Day Phone [Redacted]
Available [Redacted] Time until 3 P.M.
Second [Redacted]
Avail [Redacted] n Time until 3 P.M.
Fax: [Redacted] 92
Model: Z-4
Year: [Redacted]
VIN: L [Redacted]
Date Purchased: September 16th, 2003
Purchased From: BRECHT BMW
State: CA
Servicing Dealer: BRECHT BMW
City: Escondido
State: CA
Question:
Dear BMW,
I had a 20 year goal/dream to own a new blue BMW convertible. That dream was fulfilled on September 16th, 2003 (just 10 days ago) when I bought a new Z-4.
On the 10th day, the steering failed with only 1,300 miles on it. I had to call "BMW Roadside Assistance" to be towed back to the dealership & needless to say, I was devastated!
My question is: How many "New 2003 Z-4's" have had steering malfunctions within the first 10 days? This leaves me feeling uneasy about my dream car.
Please help me: My name is [Redacted]
Cell phone: [Redacted]
P.S.
By the way,
I paid cash for my dream car!
Sincerest ...

Customer Service Request Detail # 1-106824254

		... regards, Dawn Ridgeway	
Activity Status:	Done	Activity Updated:	10/7/2003 08:59AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Labatzky, Karen	Email From:	CustomerRelations@bmwusa.com
Activity Created:	10/7/2003 08:54AM	Email To:	[REDACTED]
Activity Created By:	Labatzky, Karen		
Activity Description:	RE: Products and Services [1-105647811]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 1-106824254

Dear Ms. [REDACTED]

I am with BMW of North America, LLC. Your Internet inquiry has been forwarded to me for response. I am sorry to read of the steering issue you experienced in such a short time you have owned your new BMW Z4. Please except my apologies for your frustration and for the time spent dealing with this issue.

Please be assured that the quality of our vehicles receives our constant attention. Even in its most basic form the motor vehicle of today is a very complex unit. When the various comforts, convenience and safety options are considered, the complexity increases. Despite our best efforts, a problem may occur with a particular vehicle or component. I regret we do not have information to answer your inquiry as to "How many "New 2003 Z-4's" have had steering malfunctions within the first 10 days?".

I trust you have had this issue address and taken care of by your BMW center. Please let me know otherwise and if I may be of additional assistance.

Thank you for choosing BMW.

Sincerely,
Karen Labatzky
BMW Customer Relations Representative
800-831-1117

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

From: [REDACTED]
Sent: 10/7/2003 12:00:00 AM
To: ProductQuestions@bmwusa.com
Subject: Products and Services

10/2/2003 10:48:26 PM

[REDACTED]

City: Escondido

E-mail: [REDACTED]

Day Phone: [REDACTED]
Available From: [REDACTED] Time until 3 P.M.
Second Phone: [REDACTED] M. Eastern Time until 3 P.M.

[REDACTED]

Model: Z-4
Year: 2
VIN: L [REDACTED]

Date Purchased: September 16th, 2003
Purchased From: BRECHT BMW
State: CA

Servicing Dealer: BRECHT BMW
...

Customer Service Request Detail # 1-106824254

...
City: Escondido
State: CA

Question:
Dear BMW,

I had a 20 year goal/dream to own a new blue BMW convertible. That dream was fulfilled on September 16th, 2003 (just 10 days ago) when I bought a new Z-4.

On the 10th day, the steering failed with only 1,300 miles on it. I had to call "BMW Roadside Assistance" to be towed back to the dealership & needless to say, I was devastated!

My question is: How many "New 2003 Z-4's" have had steering malfunctions within the first 10 days? This leaves me feeling uneasy about my dream car.

Please help me: My name is [REDACTED]

Cell phone# [REDACTED]

P.S.
By the way,
I paid cash for my dream car!

Sincerest regards,
[REDACTED]

Customer Service Request Detail # 1-118916802

Customer

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

Service Request

Service Request #:	1-118916802
Brand:	BMW
Type:	Complaint
Source:	Dealer
Current Status:	Closed
Date Opened:	11/13/2003 04:29PM
Created By:	Van Allen, Matt
Rep Assigned:	Van Allen, Matt
Date Assigned:	11/13/2003 04:29PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	11/13/2003 04:37PM
Close Rep:	Van Allen, Matt
Issue Note:	Power Steering.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	03/12/03
In Service Date:	03/12/03
Production Date:	12/07/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
11/13/2003	Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

Customer Service Request Detail # 1-118916802

Activity Status:	Done	Activity Updated:	12/4/2008 09:32PM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Van Allen, Matt	Email From:	
Activity Created:	11/13/2003 04:30PM	Email To:	
Activity Created By:	Van Allen, Matt		
Activity Description:	Power Steering.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200420200392

Customer

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

Service Request

Service Request #:	200420200392
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/20/2004 01:22PM
Created By:	Duncan, Mollie
Rep Assigned:	Duncan, Mollie
Date Assigned:	7/20/2004 01:22PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/20/2004 01:24PM
Close Rep:	Duncan, Mollie
Issue Note:	customer said his steering locks up in hot weather going 50mph, feels unsafe

Vehicle

Chassis # (US):	LS46160
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	04/20/06
In Service Date:	06/23/03
Production Date:	06/20/03

Code Descriptions

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

Solution Notes

Created	Solution
7/20/2004	customer satisfied that a complaint has been filed for him, he is waiting for his svc dept. to come up with a fix

Attachments

File Name	Comments

Customer Service Request Detail # 200420200392

Activity Status:	Done	Activity Updated:	7/20/2004 01:24PM
Activity Type	Customer Interaction	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	7/20/2004 01:22PM	Email To:	
Activity Created By:	Duncan, Mollie		
Activity Description:	customer said his steering locks up in hot weather going 50mph, feels unsafe		
Note Created: 7/20/2004 01:23PM		Note Created By: Duncan, Mollie	Note Type: Customer Interaction
mr vogt called in to see if the airbag recall applied to his vehicle. advised no. advised only recall was for fuel line and that is already complete. customer said he's not driving the car right now because of a steering issue. he said the svc dept. told him they are waiting for a fix from BMW NA on it and nothing they can do. customer satisfied with that answer, but since he mentioned it writer said would file a complaint for him.			

Customer Service Request Detail # 200420300057

Customer

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

Service Request

Service Request #:	200420300057
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/21/2004 09:41AM
Created By:	Dryer, Isaac
Rep Assigned:	Dryer, Isaac
Date Assigned:	7/21/2004 09:41AM
Assigned Dealer:	
Identified Dealer:	Fields BMW - Lakeland
Date Resolved:	
Resolve Rep:	
Date Closed:	8/3/2004 03:52PM
Close Rep:	Dryer, Isaac
Issue Note:	Car is steering like a "tank"

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	5,000
Sale:	06/17/05
In Service Date:	02/16/04
Production Date:	10/14/03

Code Descriptions

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

Solution Notes

Created	Solution
7/26/2004	AMM and GM are aware of this issues and are doing what they can to solve.

Attachments

File Name	Comments

Customer Service Request Detail # 200420300057

Activity Status:	Done	Activity Updated:	7/21/2004 09:45AM
Activity Type	Customer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	7/21/2004 09:42AM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	Car is steering like a "tank"		
Note Created: 7/21/2004 09:42AM		Note Created By: Dryer, Isaac	Note Type: Customer Interaction
Cust states that the steering feels like it has gone out and becomes very hard to turn the wheel. Fields in Winter Park states that they have seen this and it is associated with the temperature outside. They reprogrammed the car and it went back to the same difficult steering. The veh then spent some time at Fields in Lakeland where they state there is not a fix for the proble [REDACTED]ust's 4th BMW and cannot continue to drive this veh the way it is behaving [REDACTED]			
Activity Status:	Done	Activity Updated:	7/21/2004 10:12AM
Activity Type	Dealer Interaction	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Dryer, Isaac	Email From:	
Activity Created:	7/21/2004 10:12AM	Email To:	
Activity Created By:	Dryer, Isaac		
Activity Description:	863-816-1234 L/M Tina srv mgr		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	7/26/2004 11:19AM
Activity Type	Email - Inbound	Activity Updated By:	Cordell, Amanda
Activity Assigned To:	Cordell, Amanda	Email From:	customer.service@bmw.com
Activity Created:	7/22/2004 05:07AM	Email To:	bmwagcom@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Fwd: Customer service inquiry from www.bmw.com (english)		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200420300057

	<p>>Date: Wed, 21 Jul 2004 15:04:29 +0200 >Subject: Customer service inquiry from www.bmw.com (english) >Sender: Customer.Service@bmw.com >From: Customer.Service@bmw.com >To: Kundenbetreuung@bmw.de >Cc: CU [REDACTED] >Reply: [REDACTED] > >Sender's comments: >I purchased a new BMW Z4 from Fields BMW Lakeland >The steering on the car has lost the computer programming and steers like >a truck. >Bmw Lakeland says the problem is isolated to my car. However BMW Winter >Park says the problem is BMW wide and that there is no fix and that I >should drive the car as it is. I have previously owned three BMWs. If the >problem cannot be fixed I will be looking for a different manufacturer > >[REDACTED] >[REDACTED] >[REDACTED] / city. Sebring > >[REDACTED] >Fax: >BMW model of interest: Z4 >Age: > 60 >BMW Motorrad owner: >Brand of current car: BMW >Model of current car: Z\$ >Year of current car: 2004 >Planned purchase of new vehicle: >Profession: >Learnt of BMW website through: > > >The mandatory legal disclaimer (authorised to use personal information for >present process) has been selected: true >The optional legal disclaimer (authorised to use personal information in >general) has been selected: true</p>
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Dryer, Isaac Activity Created: 7/26/2004 11:18AM Activity Created By: Dryer, Isaac Activity Description: Spoke to Tina</p>	<p>Activity Updated: 7/26/2004 11:20AM Activity Updated By: Dryer, Isaac Email From: Email To:</p>
<p>Note Created: 7/26/2004 11:18AM Note Created By: Dryer, Isaac Note Type: Dealer Interaction</p>	
<p>Tina states that Dennis Tepper AMM said veh is okay to drive until there is a fix. States that BMWNA is aware of the issue and it is a software issue. Cust picked up car on Friday and GM spoke to her. He is going to try to do something for her. Right now only can wait for fix.</p>	

Customer Service Request Detail # 200420300057

Activity Status:	Done	Activity Updated:	7/26/2004 11:22AM
Activity Type	Email - Outbound	Activity Updated By:	Dryer, Isaac
Activity Assigned To:	Cordell, Amanda	Email From:	CustomerRelations@bmwusa.com
Activity Created:	7/26/2004 11:19AM	Email To:	customer.service@bmw.com
Activity Created By:	Cordell, Amanda		
Activity Description:	RE: Customer service inquiry from www.bmw.com (english) [1-185548830]		

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

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

From: customer.service@bmw.com
Sent: 7/26/2004 12:00:00 AM
To: bmwagcom@bmwusa.com
Subject: Customer service inquiry from www.bmw.com (english)

>Date: Wed, 21 Jul 2004 15:04:29 +0200
>Subject: Customer service inquiry from www.bmw.com (english)
>Sender: Customer.Service@bmw.com
>From: Customer.Service@bmw.com
>To: Kundenbetreuung@bmw.de
>Cc: Custo
>Reply-To: [REDACTED]
>

>Sender's comments:
>I purchased a new BMW Z4 from Fields BMW Lakeland
>The steering on the car has lost the computer programming and steers like
>a truck.
>Bmw Lakeland says the problem is isolated to my car. However BMW Winter
>Park says the problem is BMW wide and that there is no fix and that I
>should drive the car as it is. I have previously owned three BMWs. If the
>problem cannot be fixed I will be looking for a different manufacturer
>

[REDACTED]

>Town / suburb / city: Sebring
>Country: Un
>Telephone: [REDACTED]
>Fax:
>BMW model of interest: Z4
>Age: > 60
>BMW Motorrad owner:
>Brand of current car: BMW
>Model of current car: Z\$
>Year of current car: 2004
>Planned purchase of new vehicle:
>Profession:
>Learnt of BMW website ...

Customer Service Request Detail # 200420300057

	<p>... through: > > >The mandatory legal disclaimer (authorised to use personal information for >present process) has been selected: true >The optional legal disclaimer (authorised to use personal information in >general) has been selected: true</p>
--	---

Customer Service Request Detail # 200421600565

Customer

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

Service Request

Service Request #:	200421600565
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/3/2004 04:40PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	8/3/2004 04:40PM
Assigned Dealer:	
Identified Dealer:	Fields BMW - Lakeland
Date Resolved:	
Resolve Rep:	
Date Closed:	8/6/2004 10:08AM
Close Rep:	Coil, Jarrod
Issue Note:	customer seeking fix for Power steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	5,100
Sale:	06/17/05
In Service Date:	02/16/04
Production Date:	10/14/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/6/2004	Dealer is installing new part to resolve issue. Tina stated FSE will put in new vehicle if part does not resolve issue

Attachments

File Name	Comments

Customer Service Request Detail # 200421600565

Activity Status:	Done	Activity Updated:	8/3/2004 04:44PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/3/2004 04:41PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	customer seeking fix for Power steering issue		
Note Created: 8/3/2004 04:42PM		Note Created By: Coil, Jarrod	
Note Type: Customer Interaction			
customer called in and stated power steering is completely broke. He said dealer said there is no fix... Wrtter contacted dealer and SM Tina confirmed this was true. Customer said if car is not fixed by friday, he wants a buyback. Tina from Fields stated FSE knows of situation and has stated they are working on fix.			
Activity Status:	Done	Activity Updated:	8/3/2004 04:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/3/2004 04:44PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Called Tina @ Fields Lakeland BMW		
Note Created: 8/3/2004 04:45PM		Note Created By: Coil, Jarrod	
Note Type: Dealer Interaction			
Called Tina @ Lakeland Fields BMW. She is aware of situation. She has contacted FSE about situation and has not heard back...			
Activity Status:	Done	Activity Updated:	8/3/2004 04:58PM
Activity Type	General	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/3/2004 04:57PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	sent email to Iden for review		
Note Created: 8/3/2004 04:58PM		Note Created By: Coil, Jarrod	
Note Type: General			

Customer Service Request Detail # 200421600565

<p>-----Original Message----- From: Mercer, Michael Sent: Tuesday, August 03, 2004 4:57 PM To: Pirasteh, Idin Cc: Coil, Jarrod Subject: Mr. [REDACTED] / 04 Z4 3.0i "5,100 miles" /Fields BMW - Lakeland</p> <p>M [REDACTED] L [REDACTED] 04 Z4 3.0i "5,100 miles" Fields BMW - Lakeland</p> <p>Orig Selling Dealer -FIELDS BMW - LAKELAND In Service Date - 02/16/2004 Idin- per our conversation, this customer called in very upset advising that he wants out of the car if it cannot be repaired in 2 days. Customer has an issue with the power steering, he says it drives like a "tank". I confirmed with the center service mgr. I spoke with Tina, SM, at the center and she is also frustrated with the situation. She states she contacted the FSE and is awaiting a response as to how handle the situation. She advised me that the power steering (possibly a module), is failing on Z4's after outside temperatures reach over 94 degrees. I have never heard of this situation and this is the first call I have received regarding a situation of this type. Tina advised customers were in rental car, but at this point have their broken vehicle back with NO fix. Can you look into this issue further and advise. Thanks, Mike</p>	
<p>Activity Status: Done Activity Type Dealer Interaction Activity Assigned To: Coil, Jarrod Activity Created: 8/4/2004 02:14PM Activity Created By: Coil, Jarrod Activity Description: Contacted SM @ Fields - Lakeland</p>	<p>Activity Updated: 8/4/2004 02:17PM Activity Updated By: Coil, Jarrod Email From: Email To:</p>
<p>Note Created: 8/4/2004 02:15PM Note Created By: Coil, Jarrod Note Type: Dealer Interaction</p>	
<p>contacted SM "Tina", and asked if they had replaced EPS yet...this in response to the email received from Guy Carlton FSE. Tina stated they ordered the part on TUES the 3rd and are going to contact customer when part is received to set up appt to have part replaced.</p>	
<p>Activity Status: Done Activity Type Dealer Interaction Activity Assigned To: Coil, Jarrod Activity Created: 8/6/2004 09:43AM Activity Created By: Coil, Jarrod Activity Description: left VM for Tina @ Lakeland Fields BMW</p>	<p>Activity Updated: 8/6/2004 09:47AM Activity Updated By: Coil, Jarrod Email From: Email To:</p>
<p>Note Created: 8/6/2004 09:46AM Note Created By: Coil, Jarrod Note Type: Dealer Interaction</p>	
<p>left VM with Tina... waiting update on part</p>	

Customer Service Request Detail # 200421600565

Activity Status:	Done	Activity Updated:	8/6/2004 10:06AM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/6/2004 09:50AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Tina returned phone call		
Note Created: 8/6/2004 10:02AM		Note Created By: Coil, Jarrod	Note Type: Dealer Interaction
Tina called back to let me know part had been recieved and they would be bringing car in on Monday to have part replaced. Asked if I needed to contact the customer and Tina said they were taken care of. She stated the FSE said if the part does not fix it they are going to put the customer into a new Z4			

Customer Service Request Detail # 200421600571

Customer

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

Service Request

Service Request #:	200421600571
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/3/2004 04:43PM
Created By:	Young, Tricia
Rep Assigned:	Young, Tricia
Date Assigned:	8/3/2004 04:43PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/3/2004 04:46PM
Close Rep:	Young, Tricia
Issue Note:	Steering concern

Vehicle

Chassis # (US):	LU07986
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	06/30/04
In Service Date:	06/30/04
Production Date:	04/22/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/3/2004	closed w/apology

Attachments

File Name	Comments

Customer Service Request Detail # 200421600571

Activity Status:	Done	Activity Updated:	8/3/2004 04:45PM
Activity Type	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	questair@bellsouth.net
Activity Created:	7/30/2004 02:17PM	Email To:	<CustomerRelations@bmw usa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>formid: 1001</p> <p>Comments: I seem to be having steering problem with my new Z4 whent eh outside temp is above 85-90 degrees. Last week and aging this week , the steering feels very sluggish and does not seem to return to center automatically. I am seeing many posts on this issue on various Z4 Web sites and am wondering what BMW is doing about a long term fix and how soon</p> <p>phone: [REDACTED]</p> <p>AccountNo: [REDACTED]</p> <p>VIN: 4USBT53584L [REDACTED]</p> <p>From: [REDACTED]</p> <p>Subject: [REDACTED]</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNme: BMW ModelNme: Z4 roadster 3.0i</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>address1: [REDACTED]</p> <p>address2: address3: city: Crestwood stat: [REDACTED]</p> <p>[REDACTED]</p> <p>VINS: 4USBT53584L [REDACTED]</p> <p>UserName: [REDACTED]</p>
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Customer Service Request Detail # 200421600571

Activity Status:	Done	Activity Updated:	8/3/2004 04:45PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/3/2004 04:43PM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-187888029]		

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

Thank you for contacting BMW of North America, LLC regarding the your Z4. I am sorry to read of your concerns with your steering. Your BMW center is equipped with a team of technicians that are trained specifically to work with BMW's. The service manager at your authorized BMW center receives the most up-to-date service information from BMW engineers. The service manager is the best person to consult regarding the issue you are having with your BMW.

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. Thank you for choosing BMW.

Sincerely,

Tricia Young
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 8/3/2004 4:43 PM
To: <CustomerRelations@bmwusa.com>
Subject: Other

formid: 1001

Comments: I seem to be having steering problem with my new Z4 whent eh outside temp is above 85-90 degrees. Last week and aging this week , the steering feels very sluggish and does not seem to return to center automatically. I am seeing many posts on this issue on various Z4 Web sites and am wondering what BMW is doing about a long term fix and how soon

phone: [REDACTED]
AccountNo: [REDACTED]
VIN: 4USBT53584L [REDACTED]

From: [REDACTED]
Subject: [REDACTED]

RouteCode1:
RouteCode2:
...

Customer Service Request Detail # 200421600571

	<p>...</p> <p>RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNme: BMW ModelNme: Z4 roadster 3.0i</p> <p>firstName: [REDACTED] [REDACTED] [REDACTED]</p> <p>address2: address3: city: Crestwood stat [REDACTED] [REDACTED] [REDACTED]</p> <p>vins: 4USB1535841</p> <p>UserName [REDACTED]</p>
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Customer Service Request Detail # 200425200715

Customer

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

Service Request

Service Request #:	[REDACTED]
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/8/2004 06:02PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	9/8/2004 06:02PM
Assigned Dealer:	
Identified Dealer:	Sterling BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	9/10/2004 04:41PM
Close Rep:	Coil, Jarrod
Issue Note:	customer upset that the power steering went out... had veh very little time..only a week

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	100
Sale:	09/24/07
In Service Date:	08/21/04
Production Date:	07/23/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/8/2004	stts will never own another BMW veh
9/10/2004	informed customer per AMM that BMW NA cannot offer asst or lease payment at this time.

Attachments

File Name	Comments

Customer Service Request Detail # 200425200715

Activity Status:	Done	Activity Updated:	9/30/2007 11:45AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/8/2004 06:03PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	customer upset that the power steering went out... had veh very little time.. stated she will never own another BMW		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/30/2007 11:45AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	9/10/2004 12:41PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Cust stts that she is still in a rental car, and is requesting further assistance in the form of a lease payment - cust req call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/30/2007 11:45AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/10/2004 01:35PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cust stts she would like a lease payment to compensate for the down time and the fact she has made 2 lease payments for less than 2 weeks in veh		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/30/2007 11:45AM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/10/2004 03:07PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Email to Jason B seeking AMM asst		
Note Created:	9/10/2004 03:08PM	Note Created By:	Coil, Jarrod
		Note Type: General	

Customer Service Request Detail # 200425200715

<p>-----Original Message----- From: Coil, Jarrod Sent: Friday, September 10, 2004 3:07 PM To: Beidelman, Jason Subject: [REDACTED] / Vin# [REDACTED] Z4 roadster 2.5i / STERLING BMW</p> <p>Chassis: [REDACTED] Model: Z4 roadster 2.5i Miles: 110 In Service: 8/21/2004</p> <p>Jason,</p> <p>This customer's power steering went out on her after less than 2 weeks in the vehicle. The customer has been out of the vehicle for a week and is very uneasy and upset that she has already made a lease payment and has not even put 100 miles on the veh. She purchased the veh from Valencia but because of convenience is having service done @ Sterling BMW. Could you contact the AMM to see if a lease payment is a possibility for the customer. She is very uneasy about the car and right now does not have faith in BMW. I feel a lease payment would show good faith from us and give the customer a little more assurance about the way we value our customers.</p> <p>Thanks, Jarrod</p>		
<p>Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Beidelman, Jason Activity Created: 9/10/2004 04:12PM Activity Created By: Beidelman, Jason Activity Description: Writer spoke with Bill Johnson, AMM</p>	<p>Activity Updated: 9/30/2007 11:45AM Activity Updated By: DupCustRemoval, fm Email From: Email To:</p>	
<p>Note Created: 9/10/2004 04:12PM Note Created By: Beidelman, Jason Note Type: Field Interaction</p>		
<p>Bill Johnson, AMM, states that while this is unfortunate, no assistance may be provided. Bill states that we should be covering the rental bill, but that is all at this time, and that we will repair the vehicle under warranty.</p>		
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Coil, Jarrod Activity Created: 9/10/2004 04:40PM Activity Created By: Coil, Jarrod Activity Description: informed cust of decision from AMM</p>	<p>Activity Updated: 9/30/2007 11:45AM Activity Updated By: DupCustRemoval, fm Email From: Email To:</p>	
<p>Note Created: 9/10/2004 04:40PM Note Created By: Coil, Jarrod Note Type: Customer Interaction</p>		
<p>customer very unhappy and wanted writer to document she is not dropping the issue. She stts she is going to pursue issue further. Writer apologized and sttd writer would document complaint</p>		

Customer Service Request Detail # 200426800046

Customer

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

Service Request

Service Request #:	200426800046
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/24/2004 09:57AM
Created By:	Grigalunas, Jeremy
Rep Assigned:	Grigalunas, Jeremy
Date Assigned:	9/24/2004 09:57AM
Assigned Dealer:	
Identified Dealer:	Fields BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	11/2/2004 09:55AM
Close Rep:	Grigalunas, Jeremy
Issue Note:	Cust stts loss of power steering when veh reaches 50mph in 80+ degree heat.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	5,000
Sale:	04/20/06
In Service Date:	06/23/03
Production Date:	06/20/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
11/2/2004	Closed due to SR # 200430000457, cust filing for lemon.

Attachments

File Name	Comments

Customer Service Request Detail # 200426800046

Activity Status:	Done	Activity Updated:	9/30/2004 01:13PM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	9/24/2004 09:58AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cust stts loss of power steering when veh reaches 50mph in 80+ degree heat.		
Note Created: 9/24/2004 09:59AM		Note Created By: Grigalunas, Jeremy	Note Type: Customer Interaction
<p>Cust stts that vhe looses power assist in the veh whenever he drives at any increased speed in warm weather. Cust stts that dlr stts there is no fix for the issues. Cust would like to be bought out of the veh.</p> <p>Cust stts that his wife can not drive the veh when the occurs. Cust stts he has driven veh in limited fashion due to issues.</p> <p>321.278.9229</p>			
Activity Status:	Done	Activity Updated:	9/30/2004 01:13PM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	9/24/2004 10:01AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld dlr, spoke to Gary Schaub, SM, about issues.		
Note Created: 9/24/2004 10:02AM		Note Created By: Grigalunas, Jeremy	Note Type: Customer Interaction
<p>Dlr stts that Susan Taylor, SA, has been working on the veh. Dlr stts that they have contacted tech line and per tech there is no fix for the issue. Dlr stts that he is out of options as far as assisting this cust. Dlr stts that cust has been patient, but is frustrated as far as issues getting resolved.</p>			
Activity Status:	Done	Activity Updated:	9/30/2004 01:13PM
Activity Type	Marketing Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	9/27/2004 03:40PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	E-mailed Idin P., mkt liason, about issues,		
Note Created: 9/27/2004 03:41PM		Note Created By: Grigalunas, Jeremy	Note Type: Marketing Interaction

Customer Service Request Detail # 200426800046

<p>-----Original Message----- From: Grigalunas, Jeremy Sent: Monday, September 27, 2004 3:41 PM To: Piras [REDACTED] / [REDACTED] / FIELDS BMW Subject: [REDACTED] / [REDACTED] / FIELDS BMW</p> <p>Model: 2003 Z4 roadster 2.5i In Service: 6/23/2003 Miles: 5,000 SR# 200426800046</p> <p>Cust stts that veh looses power assist in the veh whenever he drives at any increased speed in warm weather. Cust stts that dlr stts there is no fix for the issues. Cust would like to be bought out of the veh. Cust stts that his wife can not drive the veh when the occurs. Cust stts he has driven veh in limited fashion due to issues. Dlr stts that Susan Taylor, SA, has been working on the veh. Dlr stts that they have contacted tech line and per tech line there is no fix for the issue. Dlr stts that he is out of options as far as assisting this cust. Dlr stts that cust has been patient, but is frustrated as far as issues getting resolved. Dlr stts they have looked at the issues twice and would like to third appt until there is a fix. Cust stts that if he can not get a resolve he will schedule his third appt, and file for lemon. Let me know if I can assist any further.</p>	
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Grigalunas, Jeremy Activity Created: 9/30/2004 01:12PM Activity Created By: Grigalunas, Jeremy Activity Description: Adv cust that issues are in review.</p>	<p>Activity Updated: 9/30/2004 01:18PM Activity Updated By: Grigalunas, Jeremy Email From: Email To:</p>
<p>Note Created: 9/30/2004 01:17PM Note Created By: Grigalunas, Jeremy Note Type: Customer Interaction</p>	
<p>Cust stts that he does not want to wait any further. Cust stts that he will book his third appt and then file, unless we resolve the matter before hand.</p>	
<p>Activity Status: Done Activity Type: Marketing Interaction Activity Assigned To: Grigalunas, Jeremy Activity Created: 10/1/2004 02:04PM Activity Created By: Grigalunas, Jeremy Activity Description: E-mailed Idin P. about the issues. Adv cust is thinking about legal action.</p>	<p>Activity Updated: 10/1/2004 02:04PM Activity Updated By: Grigalunas, Jeremy Email From: Email To:</p>
<p>Note Created: Note Created By: Note Type:</p>	
<p>Activity Status: Done Activity Type: General Activity Assigned To: Grigalunas, Jeremy Activity Created: 10/5/2004 09:13AM Activity Created By: Grigalunas, Jeremy Activity Description: Waiting on Mkt team response.</p>	<p>Activity Updated: 10/5/2004 09:13AM Activity Updated By: Grigalunas, Jeremy Email From: Email To:</p>
<p>Note Created: Note Created By: Note Type:</p>	

Customer Service Request Detail # 200426800046

Activity Status:	Done	Activity Updated:	10/6/2004 11:20AM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/6/2004 11:20AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld cust about issues. No new updates.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/8/2004 09:28AM
Activity Type	Dealer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/8/2004 09:22AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld dlr to inquire about current veh status. Left VM for G. Shaub.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/13/2004 09:56AM
Activity Type	Dealer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/13/2004 09:50AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld dlr to speak to Bill Jerdin about updates and appt.		
Note Created: 10/13/2004 09:55AM		Note Created By: Grigalunas, Jeremy	
		Note Type: Dealer Interaction	
Dlr stts that appt is set @ Oct 11, but was no show. Dlr stts we have no new information on the case as of now.			
Activity Status:	Done	Activity Updated:	10/15/2004 09:25AM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/15/2004 09:25AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld cust about missed appt. Cust stts appt for the 20th.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/20/2004 04:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/20/2004 04:47PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Spoke to the SM, Gary S. about issues. Cust stts they still have not resolved issues.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200426800046

Activity Status:	Done	Activity Updated:	10/20/2004 04:49PM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/20/2004 04:48PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cust stts he is going Lemon on the veh.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/22/2004 12:45PM
Activity Type	Corporate Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/22/2004 12:45PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Spoke to Idin P about issues. Idin will call AMM to adv of cust outcome.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/25/2004 02:53PM
Activity Type	Corporate Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/25/2004 02:52PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Recieved e-mail from Idin P.		

Note Created: 10/25/2004 02:53PM	Note Created By: Grigalunas, Jeremy	Note Type: Corporate Interaction
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<p>-----Original Message----- From: Pirasteh, Idin Sent: Monday, October 25, 2004 2:52 PM To: Tepper, Dennis ZU-V-23; Cagle, Jim Cc: Grigalunas, Jeremy Subject: FW: [REDACTED] / [REDACTED] / FIELDS BMW</p> <p>Hi Dennis,</p> <p>This is the case we discussed over the phone regarding the power assist steering loss at speed. Currently, Gary Schaab at Fields has stated that that there is still no remedy for the issue. The customer has told us they will go for consumer protection if we cannot help them into a different Z4. Please let me know if I may provide any additional information.</p> <p>Thanks,</p> <p>Idin J. Pirasteh</p>	
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Activity Status:	Done	Activity Updated:	10/27/2004 09:34AM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	10/27/2004 09:30AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cust stts that he filed for lemon last Friday.		

Customer Service Request Detail # 200426800046

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	11/2/2004 09:54AM		
Activity Type	Corporate Interaction	Activity Updated By:	Grigalunas, Jeremy		
Activity Assigned To:	Grigalunas, Jeremy	Email From:			
Activity Created:	11/2/2004 09:54AM	Email To:			
Activity Created By:	Grigalunas, Jeremy				
Activity Description:	Rec'd e-mail from Bill Stuart that cust filed for lemon.				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200428900344

Customer

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

Service Request

Service Request #:	200428900344
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	10/15/2004 02:51PM
Created By:	Mazanec, Carrie
Rep Assigned:	Mazanec, Carrie
Date Assigned:	10/15/2004 02:51PM
Assigned Dealer:	
Identified Dealer:	BMW of the Main Line
Date Resolved:	
Resolve Rep:	
Date Closed:	10/18/2004 09:03AM
Close Rep:	Mazanec, Carrie
Issue Note:	Steering complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/26/04
In Service Date:	04/26/04
Production Date:	03/03/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/18/2004	Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

Customer Service Request Detail # 200428900344

Activity Status:	Done	Activity Updated:	10/15/2004 02:53PM
Activity Type	Field Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	10/15/2004 02:52PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Steering complaint		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200429800024

Customer

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

Service Request

Service Request #:	200429800024
Brand:	BMW
Type:	eResponse
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	10/24/2004 09:26AM
Created By:	Grigalunas, Jeremy
Rep Assigned:	Grigalunas, Jeremy
Date Assigned:	10/24/2004 09:26AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/24/2004 09:29AM
Close Rep:	Grigalunas, Jeremy
Issue Note:	Request for Contact

Vehicle

Chassis # (US):	LU04713
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	11/19/03
In Service Date:	11/19/03
Production Date:	04/16/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/24/2004	see email

Attachments

File Name	Comments

Customer Service Request Detail # 200429800024

Activity Status:	Done	Activity Updated:	10/24/2004 09:28AM
Activity Type	Email - Inbound	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	JFOX101@COMCAST.NET
Activity Created:	10/23/2004 11:05AM	Email To:	iSkySurvey@bmwusa.com; JFOX101@COMCAST.NET
Activity Created By:	Administrator, Siebel		T
Activity Description:	Request for Contact		

Note Created:	Note Created By:	Note Type:
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	<p>[REDACTED]</p> <p>Address: City: SARASOTA State: FL</p> <p>[REDACTED]</p> <p>&</p> <p>Description: This car is fantastic! To keep it that way we have to fix a steering matter. In temperatures over 85% the steering becomes tight & binds. The control is not greatly affected but it is tough at interstate speeds here in Florida. It is definitely temperature related. If you have people checking web sites you already know what is out there on this. Let's get it before NH [REDACTED] es! VIN: 4USBT53453L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	10/24/2004 09:28AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Grigalunas, Jeremy	Email From:	iskysurvey@bmwusa.com
Activity Created:	10/24/2004 09:26AM	Email To:	[REDACTED]
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	RE: Request for Contact [1-209850841]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200434300416

Customer

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

Service Request

Service Request #:	200434300416
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	12/8/2004 02:40PM
Created By:	Salla, Anthony
Rep Assigned:	Salla, Anthony
Date Assigned:	12/8/2004 02:40PM
Assigned Dealer:	
Identified Dealer:	BMW of Fort Myers
Date Resolved:	
Resolve Rep:	
Date Closed:	1/11/2005 02:44PM
Close Rep:	Salla, Anthony
Issue Note:	Buyback request - Steering Defect, Z4

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	10,500
Sale:	12/16/02
In Service Date:	12/16/02
Production Date:	12/04/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
1/7/2005	Market team / center handling the issue
1/11/2005	Per AMM: the NJ Engineering Group is sending reps down to FL this week to actually work w/another one of our FSE's (Guy Carlton-mkt 23) on this issue. Custoemr has been informed by center throughout process.

Attachments

File Name	Comments

Customer Service Request Detail # 200434300416

Activity Status:	Done	Activity Updated:	12/8/2004 02:42PM
Activity Type	Email - Inbound	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	kfitzge8@comcast.net
Activity Created:	12/6/2004 04:12PM	Email To:	"BMW" <customerrelations@BMW USA.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Fw: Steering Defect, Z4		

Note Created:	Note Created By:	Note Type:
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----- Original Message -----
From: [REDACTED]
To: BMW Customer Relations
Sent: Monday, December 06, 2004 11:25 AM
Subject: Steering Defect, Z4

BMW: this correspondence is in reference to my 2003 Z4, VIN# 4USBT534831 [REDACTED]. The car was purchased new from Holtz BMW, Rochester, NY, in December 2002 and garaged between Dec 2002-March 2003, driven during the period April 2003-September 2003, then garaged from Oct 2003 to April 2004, then driven again from May 2004 to current, and has a total of 10,000 miles on the odometer.

On Nov 15, 2004, I delivered the car to the Ft Myers, FL BMW Center with a request to repair a grating sound/noise that occurred every time the steering wheel was turned left or right while completely stopped. This noise was the only issue- the steering response and feel was fine. A part (steering column) was ordered by the dealer and installed on Nov 18th. On test driving the car, I noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now require noticeable back and forth effort to maintain the car in straight direction. The steering wheel "sticks" in one position when making a minor adjustment, requiring a counterbalancing adjustment to correct which, when moved, again "sticks" in the new direction. This stickiness/ratcheting of the steering wheel was noticeable immediately, and was also very noticeable in comparison to driving one of the newer Z4s on the dealer's lot.

I returned the car to the dealer on Nov 19th and asked them to please check it out again. I called the dealer on Nov 29th, having not heard from them either in person or with a message left on my answering machine or cell phone, and the service rep stated that they made further "adjustments" and I should return to try it. I tried it and there was no difference with the sticky steering. I then spoke with the technician (Alex) who stated that he downloaded a software calibration to the electric motor inside the steering column, but that he was still not pleased with the steering either. I then talked with the service manager, Aldo, who stated that he agreed fully with me that the steering was not right after he test drove the car. The technical people at the BMW factory told Aldo that there is nothing more they can do and that the dealer must return the car to me. After speaking with Aldo on Wed, Dec 1, he told me he would ask the regional BMW office for a resolution and expected to notify me by noon on Wed. I called him late Friday, Dec 3rd, and he told me that the regional office had agreed to allow Aldo to replace the newly installed steering column with another one to rule out a defective column. Thus, at this point, another column is being shipped to the FT Myers BMW dealer to be installed this week.

I have since read numerous complaints on BMW Website reader boards, shown below, regarding this same issue. Since many of these BMW owners have not had their steering issue resolved either, I am not optimistic that the second steering column will fix the issue. In fact, one owner noted that if you report the noise in the column, do not let them ...

Customer Service Request Detail # 200434300416

... replace the steering column or you risk having the faulty steering problem as well, which is exactly what happened to me. BMW created a problem my car did not have by replacing the steering column with another one that exhibits the steering problem.

So.. to recap: I delivered my car to this dealer to have a noisy steering column repaired and, following their repair, now have a car with both the noisy column and with what I would term a dangerous steering response, which definitely did not previously exist. Both the servicing technician and the service manager agree with me that the steering is not right. The BMW technicians told the dealer there is nothing more they can do and instructed the dealer to return the car to me with defective steering that BMW has caused through installation of a new column. The regional office has permitted the dealer to try another steering column. Not only is this car no longer enjoyable to drive, but the sticky/tight steering response could conceivably cause an accident. Considering the criticality of the steering system and the potential for an incident related to faulty steering, I will also send a copy of this email to my attorney and to a national consumer watchdog agency for their information/opinion regarding liability if BMW does not either return the steering response to its original state immediately or remedy this situation per the alternatives below.

Since BMW has attempted, in effect, three repairs to the steering problem that they created (first a new column, then adjustments to that column, and finally a software download), and I have been using both rental and loaner cars now since November 13th, I would like BMW to either replace my car with a new Z4 that works properly, or buy out the remaining 11 months of my lease, payable to the Navy Federal Credit Union in Vienna, Virginia, and reimburse me for the 25 lease payments made to date. This car is otherwise in immaculate condition, although I might note that because this dealer has exhausted adequate parking space for its vehicles, my car was parked under trees and had tree sap all over it on pick up, requiring the dealer to clean it.

FYI, other defects that this car has exhibited which required repair at BMW dealers include the following:

- excessive wind noise from passenger door (still unresolved)
- recall for replacement of AC belt tensioner
- defective airbag door harness (replaced)
- defective theft deterrent alarm (replaced)
- cigarette lighter retention clip broken and ashtray loose (ashtray still loose)
- engine hesitates and bucks (required two software downloads to fix)
- steering now defective as a result of BMW's replacement of steering column
- second gear is very crunchy, but I'm afraid to report that- God knows what they'll replace in the transmission and how the transmission might perform or feel thereafter.

I could have bought a Chevy for this kind of reliability, only it would not have cost me \$49,000 (unless it was a Corvette, which I intentionally avoided because of past reliability issues with all Corvettes).

Sincerely,

[Redacted signature block]

Work

Here are a few of the Website complaints re defective steering col on Z4s:

[Redacted] n 2004-06-11 at 08:17:06 (posted from: Host: IP: 199.107.67.131)

...

Customer Service Request Detail # 200434300416

...

Subject: Steering Problems (the continuing saga) (1577 views) (6277 thread views)

Message: Please, help me out here: As I posted a while ago, I had a steering issue very similar to what a couple of others are now describing. BMW replaced my entire steering column (including the EPS system) and it seemed to do the trick on the hot day I picked up the car. However, it now appears that the problem continues. There is a definite difference between the boost of the steering when the ambient temp is below about 75 degrees or above. When hot, the steering is noticeably heavier, gives less feedback, and has a "locked on center" feel. Since the whole system was replaced, I really don't know what else it could be other than rack. I suppose it could be a mechanical binding within the rack but I don't see how that could be temperature dependent and feels only as if the boost is reduced. I really think it has to be a design flaw in the EPS system.

I was trying to figure out how I could measure the steering boost rather than just relying on my brain determining how it felt. I initially/briefly thought about rigging up a fish weigh scale contraption, but figured that would be pretty impossible to use at speed without killing myself. And the system is designed to vary boost with speed, so I'd have to do the experiment at one particular speed in one particular curve. I see no practical/safe way of doing that. So I discovered something else:

I noticed that while on the highway, while driving through a very slight curve, if I turn the wheel (only a couple of degrees since the curve is gently) and release it, the car just tracks around the curve. In other words, the steering wheel does NOT return to the straight-ahead position when I release it mid-turn. I have done this during high temperatures and low temperatures (same road, same speed, different temperatures), and sure enough it DOES return to center (just like a "normal" car) at low temperatures.

I took the car to my dealer on a hot day and asked the service manager to drive my car (with me as the passenger). He noticed that the steering does indeed NOT return to center when the wheel is turned into a curve and released (again, I'm talking about a gentle curve). He said, "Yeah, that's strange. On a normal car, I'd say that the rack was bad, but on this car with the EPS, I think it's normal". I told him that the problem is that it only does it at high temperatures. He did not believe me (And I'm sure he thought I was nuts, as I initially wondered myself). We then got into a new 2004 3.0 Sport Z4 to compare it to mine. Amazingly, it felt and behaved very similar to mine. So, perhaps they all indeed do that when it's hot. However, I simply cannot believe that behavior is an intentional design characteristic. There is no reason for the steering boost to decrease as the ambient temperature increases. (The differen

Activity Status:	Done	Activity Updated:	12/8/2004 02:42PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Salla, Anthony	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/8/2004 02:40PM	Email To:	[REDACTED]
Activity Created By:	Salla, Anthony		
Activity Description:	RE: Steering Defect, Z4 [1-220445337]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200434300416

	<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding the steering column in your BMW Z4. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.</p> <p>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.</p> <p>Sincerely,</p> <p>Anthony Salla Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 12/8/2004 12:00:00 AM To: "BMW" <customerrelations@BMWUSA.com> Subject: Steering Defect, Z4</p>
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Activity Status:	Done	Activity Updated:	12/8/2004 02:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/8/2004 02:44PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Left vm for Aldo Milanese, srvc mgr @ BMW of Fort Myers, FL. (239) 433-8378, asking for a call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/15/2004 03:14PM
Activity Type	Dealer Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/13/2004 07:20AM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Left vm for Aldo Milanese, srvc mgr @ BMW of Fort Myers, FL. (239) 433-8378, asking for a call back.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/15/2004 03:54PM
Activity Type	Email - Inbound	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	[REDACTED]
Activity Created:	12/14/2004 07:49PM	Email To:	<CustomerRelations@bmw usa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Steering Defect, Z4 [1-220445337]		

Customer Service Request Detail # 200434300416

Note Created:	Note Created By:	Note Type:
		<p>Anthony: Thank you for your initial reply. However, I have heard nothing from you since. The Ft Myers BMW Service manager called last Friday to let me know that they installed a second steering column- but it was an incorrect column. They then installed a new "correct" column, but the steering was unimproved and remained unsafe. Now, they are trying to replace the rack- I've heard nothing on this approach since Friday, Dec 10th.</p> <p>I have been without my car for one month now- this is absolutely ridiculous, especially since BMW created this issue by replacing the steering column to address the noise matter. I would like you to give me the name, address and telephone number of the President or COO of BMW of North America so I can get someone who can resolve this issue per my request in my prior email. /Ken</p> <p>----- Original Message ----- From: [redacted]@bmwusa.com> To: [redacted]> Sent: wednesday, December 08, 2004 2:42 PM Subject: RE: Steering Defect, Z4 [1-220445337]</p> <p>> Dear Mr. [redacted]</p> <p>></p> <p>> Thank you for contacting BMW of North America, LLC regarding the steering column in your BMW Z4. I apologize for the frustration and inconvenience you have experienced. Currently, I am researching your situation and will be contacting you shortly with further information. I appreciate your patience in the interim.</p> <p>></p> <p>> 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.</p> <p>></p> <p>> Sincerely,</p> <p>></p> <p>> Anthony Salla > Customer Relations and Services > Representative</p> <p>></p> <p>></p> <p>></p> <p>>-----Original Message-----</p> <p>> From: [redacted] M</p> <p>> Sent: [redacted]</p> <p>> To: "BMW" <customerrelations@BMWUSA.com></p> <p>> Subject: Steering Defect, Z4</p>

Customer Service Request Detail # 200434300416

Activity Status:	Done	Activity Updated:	12/15/2004 03:54PM
Activity Type	Dealer Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/15/2004 03:14PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Spoke to Melanie, srvc adv @ BMW of Fort Myers, FL. (239) 433-8378, (Aldo out until Thursday) Don B. (FSE) to visit dealership tomorrow 12/16		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/15/2004 03:54PM
Activity Type	Customer Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/15/2004 03:54PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Spoke to custoemr, explained that BMW NA researching issue, answer to come soon		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/16/2004 04:15PM
Activity Type	Customer Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/16/2004 04:08PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Spoke to customer, will follow up tomorrow @ 239-292-2000		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/18/2004 08:52PM
Activity Type	Corporate Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	12/18/2004 08:51PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Received e-mail from Idin P., S. region market liaison, see note.		
Note Created: 12/18/2004 08:52PM	Note Created By: Salla, Anthony	Note Type: Corporate Interaction	

Customer Service Request Detail # 200434300416

<p>-----Original Message----- From: Pirasteh, Idin Sent: Thursday, December 16, 2004 2:04 PM To: Salla, Anthony Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Please let the cust know that as soon as we get the report from the FSE, we will relay it immediately.</p> <p>Idin J. Pirasteh Southern Region Market Liaison BMW of North America 800.831.1117 Direct--614.789.7647 Fax--614.789.2455</p> <p>-----Original Message----- From: Salla, Anthony Sent: Thursday, December 16, 2004 2:03 PM To: Pirasteh, Idin Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Anything new from Don B. on this one? I promised the e customer a call this afternoon and want to have the most up to date info when I do.</p> <p>-----Original Message----- From: Salla, Anthony Sent: Wednesday, December 15, 2004 3:54 PM To: Pirasteh, Idin Subject: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Idin, Just as an FYI</p> <p>Customer had vehicle in for a grating sound/noise that occurred every time the steering wheel was turned left or right while completely stopped. A steering column was installed on Nov 18th. On test driving the car, customer noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now require noticeable back and forth effort to maintain the car in straight direction.</p> <p>BMW NA has approved the replacement of the column once more to no avail. It is my understanding that a new rack is going to be installed to correct the issue. Don B. Will be at the dealership tomorrow, 12/16 to examine this vehicle/file. At this point, the customer has not specifically stated that he wanted a new BMW or out of this one. He has mentioned several times that the vehicle has been down 30+ consecutive days.</p> <p>Mr. [REDACTED] 2003 Z4 Roadster 3 VIN 4USBT53483 L [REDACTED] SR # ...</p>	
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Customer Service Request Detail # 200434300416

... 200434300416		...	
Tony Salla Customer Relations and Services Parts Advocate Toll Free: 800-831-1117 x8549 Direct: 614-210-8549 Fax: 614-789-2326			
Activity Status:	Done	Activity Updated:	1/3/2005 08:18AM
Activity Type	Corporate Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	1/3/2005 08:17AM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	sent e-mail to Idin P., S. region market liaison, see note.		
Note Created:	1/3/2005 08:18AM	Note Created By:	Salla, Anthony
		Note Type:	Corporate Interaction

Customer Service Request Detail # 200434300416

<p>-----Original Message----- From: Salla, Anthony Sent: Monday, January 03, 2005 8:18 AM To: Pirasteh, Idin Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Idin,</p> <p>Happy New Year!</p> <p>Now, back to work. Anything to report on this issue?</p> <p>Tony</p> <p>-----Original Message----- From: Salla, Anthony Sent: Thursday, December 16, 2004 2:10 PM To: Pirasteh, Idin Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Will do.</p> <p>-----Original Message----- From: Pirasteh, Idin Sent: Thursday, December 16, 2004 2:04 PM To: Salla, Anthony Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Please let the cust know that as soon as we get the report from the FSE, we will relay it immediately.</p> <p>Idin J. Pirasteh Southern Region Market Liaison BMW of North America 800.831.1117 Direct--614.789.7647 Fax--614.789.2455</p> <p>-----Original Message----- From: Salla, Anthony Sent: Thursday, December 16, 2004 2:03 PM To: Pirasteh, Idin Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Anything new from Don B. on this one? I promised the e customer a call this afternoon and want to have the most up to date info when I do.</p> <p>-----Original Message----- From: Salla, Anthony Sent: Wednesday, December 15, 2004 3:54 PM To: Pirasteh, Idin Subject: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>...</p>	
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Customer Service Request Detail # 200434300416

<p>... Idin,</p> <p>Just as an FYI</p> <p>Customer had vehicle in for a grating sound/noise that occurred every time the steering wheel was turned left or right while completely stopped. A steering column was installed on Nov 18th. On test driving the car, customer noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now require noticeable back and forth effort to maintain the car in straight direction.</p> <p>BMW NA has approved the replacement of the column once more to no avail. It is my understanding that a new rack is going to be installed to correct the issue. Don B. Will be at the dealership tomorrow, 12/16 to examine this vehicle/file. At this point, the customer has not specifically stated that he wanted a new BMW or out of this one. He has mentioned several times that the vehicle has been down 30+ consecutive days.</p> <p>Mr. [REDACTED] 2003 Z4 roadster 3 [REDACTED] VIN 4USBT53483 [REDACTED] SR # 200434300416</p> <p>Tony Salla Customer Relations and Services Parts Advocate Toll Free: 800-831-1117 x8549 Direct: 614-210-8549 Fax: 614-789-2326</p>	<p>...</p>
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Activity Status:	Done	Activity Updated:	1/11/2005 02:42PM
Activity Type	Corporate Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	1/11/2005 02:41PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	sent e-mail to Idin P., S. region market liaison, see note.		

Note Created: 1/11/2005 02:42PM	Note Created By: Salla, Anthony	Note Type: Corporate Interaction
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Customer Service Request Detail # 200434300416

Idin,
Would you please obtain an update on this issue from the market team?
Many thanks,
Tony
-----Original Message-----
From: Salla, Anthony
Sent: Tuesday, January 04, 2005 2:46 PM
To: Pirasteh, Idin
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Thank you kind sir.
-----Original Message-----
From: Pirasteh, Idin
Sent: Tuesday, January 04, 2005 2:37 PM
To: Salla, Anthony
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Best we have for the moment, I know Don will stay on it, but I think that the AMM may have been involved as well, following up on that part...
Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct---614.789.7647
Fax---614.789.2455

-----Original Message-----
From: Don.Barbier@bmwna.com [mailto:Don.Barbier@bmwna.com]
Sent: Tuesday, January 04, 2005 2:35 PM
To: Idin.Pirasteh@
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Idin,
Hope you had a safe and happy New Year. The vehicle in question has had a steering column replaced for noise and now the new column does not have the same steering sensation as the original. This complaint is known by the Engineering Group and they are waiting for a fix from Germany, I do not have a date on when the fix will be available. I think David had spoken with the Center about this customer but I am not aware of the outcome.

Regards,
Don Barbier
561-644-4437 Cell

-----Original Message-----
From: Pirasteh, Idin [mailto:Idin.Pirasteh@bmwfs.com]
Sent: Monday, January 03, 2005 9:37 AM
To: Barbier, Don
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Happy New Year ...

Customer Service Request Detail # 200434300416

... Don!!

Could we reach back into the fault just a little and find out the report from your inspection of this vehicle?

Thans,

Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct---614.789.7647
Fax---614.789.2455

-----Original Message-----
From: Salla, Anthony
Sent: Monday, January 03, 2005 8:18 AM
To: Pirasteh, Idin
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Idin,

Happy New Year!

Now, back to work. Anything to report on this issue?

Tony

-----Original Message-----
From: Salla, Anthony
Sent: Thursday, December 16, 2004 2:10 PM
To: Pirasteh, Idin
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

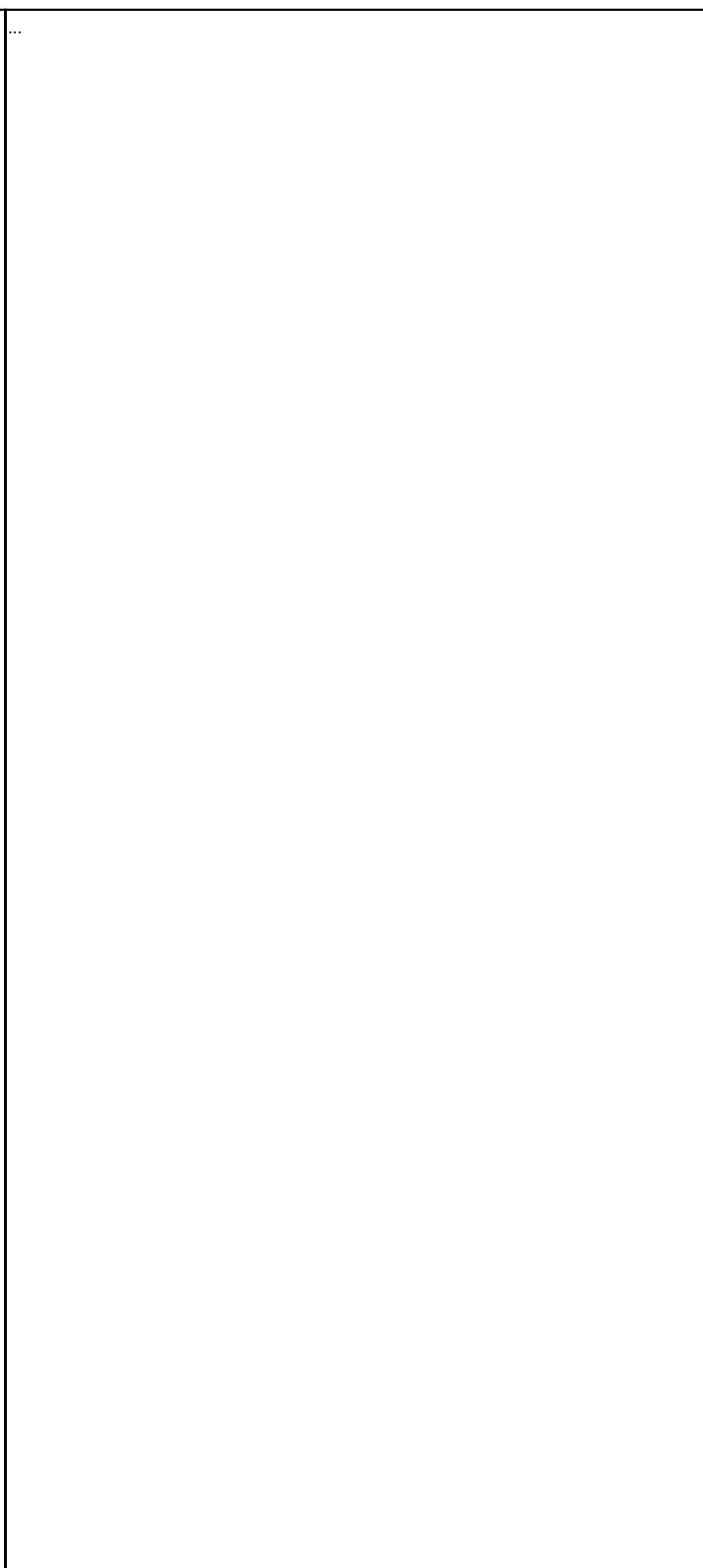
Will do.

-----Original Message-----
From: Pirasteh, Idin
Sent: Thursday, December 16, 2004 2:04 PM
To: Salla, Anthony
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Please let the cust know that as soon as we get the report from the FSE, we will relay it immediately.

Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct---614.789.7647
Fax---614.789.2455

...



Customer Service Request Detail # 200434300416

...
-----Original Message-----
From: Salla, Anthony
Sent: Thursday, December 16, 2004 2:03 PM
To: Pirasteh, Idin
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue
Anything new from Don B. on this one? I promised the e customer a call this afternoon and want to have the most up to date info when I do.
-----Original Message-----
From: Salla, Anthony
Sent: Wednesday, December 15, 2004 3:54 PM
To: Pirasteh, Idin
Subject: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue
Idin,
Just as an FYI
Customer had vehicle in for a grating sound/noise that occurred every time the steering wheel was turned left or right while completely stopped. A steering column was installed on Nov 18th. On test driving the car, customer noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now require noticeable back and forth effort to maintain the car in straight direction.
BMW NA has approved the replacement of the column once more to no avail. It is my understanding that a new rack is going to be installed to correct the issue. Don B. Will be at the dealership tomorrow, 12/16 to examine this vehicle/file. At this point, the customer has not specifically stated that he wanted a new BMW or out of this one. He has mentioned several times that the vehicle has been down 30+ consecutive days.
Mr. [REDACTED]
2003 Z4 Roadster 3
VIN 4USBT53483 L [REDACTED]
SR # 200434300416
Tony Salla
Customer Relations and Services
Parts Advocate
Toll Free: 800-831-1117 x8549
Direct: 614-210-8549
Fax: 614-789-2326

Activity Status:	Done	Activity Updated:	1/11/2005 02:43PM
Activity Type:	Corporate Interaction	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	
Activity Created:	1/11/2005 02:42PM	Email To:	
Activity Created By:	Salla, Anthony		
Activity Description:	Received e-mail from Idin P., S. region market liaison, see note.		

Note Created: 1/11/2005 02:42PM

Note Created By: Salla, Anthony

Note Type: Corporate Interaction

Customer Service Request Detail # 200434300416

As indicated previously by FSE Don Barbier, the NJ Engineering Group is sending reps down to FL this week to actually work w/another one of our FSE's (Guy Carlton-mkt 23) on this issue. So you have actually done all you can until we reach a technical understanding here from the field and HQ. I have personally asked Guy to keep me informed on their progress.

Thanks,
Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct--614.789.7647
Fax--614.789.2455

-----Original Message-----
From: Salla, Anthony
Sent: Tuesday, January 11, 2005 2:33 PM
To: Pirasteh, Idin
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Idin,
Would you please obtain an update on this issue from the market team?

Many thanks,
Tony

-----Original Message-----
From: Salla, Anthony
Sent: Tuesday, January 04, 2005 2:46 PM
To: Pirasteh, Idin
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Thank you kind sir.
-----Original Message-----
From: Pirasteh, Idin
Sent: Tuesday, January 04, 2005 2:37 PM
To: Salla, Anthony
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Best we have for the moment, I know Don will stay on it, but I think that the AMM may have been involved as well, following up on that part...

Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct--614.789.7647
Fax--614.789.2455

-----Original Message-----
From: Don.Barbier@bmwna.com [mailto:Don.Barbier@bmwna.com]
Sent: Tuesday, January 04, 2005 2:35 PM
To: Idin.Pirasteh@
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Idin,
...

Customer Service Request Detail # 200434300416

...

Hope you had a safe and happy New Year. The vehicle in question has had a steering column replaced for noise and now the new column does not have the same steering sensation as the original. This complaint is known by the Engineering Group and they are waiting for a fix from Germany, I do not have a date on when the fix will be available. I think David had spoken with the Center about this customer but I am not aware of the outcome.

Regards,

Don Barbier
561-644-4437 Cell

-----Original Message-----
From: Pirasteh, Idin [mailto:Idin.Pirasteh@bmwfs.com]
Sent: Monday, January 03, 2005 9:37 AM
To: Barbier, Don
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Happy New Year Don!!

Could we reach back into the fault just a little and find out the report from your inspection of this vehicle?

Thans,

Idin J. Pirasteh
Southern Region Market Liaison
BMW of North America
800.831.1117
Direct---614.789.7647
Fax---614.789.2455

-----Original Message-----
From: Salla, Anthony
Sent: Monday, January 03, 2005 8:18 AM
To: Pirasteh, Idin
Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue

Idin,

Happy New Year!

Now, back to work. Anything to report on this issue?

Tony

-----Original Message-----
From: Salla, Anthony
Sent: Thursday, December 16, 2004 2:10 PM
To: Pirasteh, Idin
Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering ...

...

Customer Service Request Detail # 200434300416

<p>... issue</p> <p>Will do.</p> <p>-----Original Message----- From: Pirasteh, Idin Sent: Thursday, December 16, 2004 2:04 PM To: Salla, Anthony Subject: RE: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Please let the cust know that as soon as we get the report from the FSE, we will relay it immediately.</p> <p>Idin J. Pirasteh Southern Region Market Liaison BMW of North America 800.831.1117 Direct--614.789.7647 Fax--614.789.2455</p> <p>-----Original Message----- From: Salla, Anthony Sent: Thursday, December 16, 2004 2:03 PM To: Pirasteh, Idin Subject: FW: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Anything new from Don B. on this one? I promised the e customer a call this afternoon and want to have the most up to date info when I do.</p> <p>-----Original Message----- From: Salla, Anthony Sent: Wednesday, December 15, 2004 3:54 PM To: Pirasteh, Idin Subject: Mr. [REDACTED] // BMW OF FORT MYERS // Z4 Steering issue</p> <p>Idin,</p> <p>Just as an FYI</p> <p>Customer had vehicle in for a grating sound/noise that occurred every time the steering wheel was turned left or right while completely stopped. A steering column was installed on Nov 18th. On test driving the car, customer noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now require noticeable back and forth effort to maintain the car in straight direction.</p> <p>BMW NA has approved the replacement of the column once more to no avail. It is my understanding that a new rack is going to be installed to correct the issue. Don B. Will be at the dealership tomorrow, 12/16 to examine this vehicle/file. At this point, the customer has not specifically stated that he wanted a new BMW or out of this one. He has mentioned several times that the vehicle has been down 30+ consecutive days.</p> <p>Mr. [REDACTED] 2003 Z4 roadster ...</p>	<p>...</p>
--	------------

Customer Service Request Detail # 200434300416

... 3.0i VIN 4USBT53483 L [REDACTED] SR # 200434300416		...	
Tony Salla Customer Relations and Services Parts Advocate Toll Free: 800-831-1117 x8549 Direct: 614-210-8549 Fax: 614-789-2326			
Activity Status:	Done	Activity Updated:	1/28/2005 12:58PM
Activity Type	Email - Inbound	Activity Updated By:	Salla, Anthony
Activity Assigned To:	Salla, Anthony	Email From:	[REDACTED]
Activity Created:	1/27/2005 07:03PM	Email To:	"BMW" <customerrelations@BMW USA.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Fw: BMW 2003 Z4 defective steering column and other warranty repairs		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200434300416

BMW North America: I have also included an attached letter mailed today.

----- Or -----
From: [REDACTED]
To: BMW North America
Sent: Monday, January 24, 2005 10:30 PM
Subject: BMW 2003 Z4 defective steering column and other warranty repairs

BMW: this correspondence is in reference to my 2003 Z4, VIN# 4USBT534831 [REDACTED]. The car was purchased new from Holtz BMW, Rochester, NY, in December 2002 and was garaged between Dec 2002-March 2003, driven during the period April 2003-September 2003, then garaged from Oct 2003 to April 2004, then driven again from May 2004 to current, and has a total of 10,000 miles on the odometer.

On October 7, 2004, I delivered my BMW to the Ft Myers, FL BMW dealership complaining of a grating noise that emanated from the steering column whenever the steering wheel was turned left or right while at a standstill. This noise was the only issue- the steering response and feel was fine. It was determined that the steering column upper bearing was defective and a new replacement steering column was ordered. The replacement steering column was installed on Nov 15th, 2004. On driving the car home, I noted that the grating noise was still evident, although not as noticeable as before; however, the steering response was now totally different. Before installation of the new steering column, minor steering adjustments required to keep the car centered on the road were done effortlessly and were transparent to the operator, with a smooth and continuous motion of the steering wheel. These steering adjustments now required noticeable back and forth effort to maintain the car in a straight direction. The steering wheel "stuck" in one position when making a minor adjustment, requiring a counterbalancing adjustment to correct which, when moved, again "stuck" in the new direction. This stickiness/ratcheting of the steering wheel was noticeable immediately, and was also very noticeable in comparison to driving one of the newer Z4s on the dealer's lot.

I returned the car to the dealer on Nov 17th and asked them to please check it out again. I called the dealer on Nov 29th, having not heard from them either in person or with a message left on my answering machine or cell phone, and the service rep stated that they made further "adjustments" and I should return to try it. I tried it and there was no difference with the sticky steering. I then spoke with the technician (Alex) who stated that he downloaded a software calibration to the electric motor inside the steering column, but that he was still not pleased with the steering either. I then talked with the service manager, Aldo, who stated that he agreed fully with me that the steering was still not right after he test drove the car. The technical people at the BMW factory told Aldo that there was nothing more they could do since they were aware of this issue with other Z4s and were working on a system-wide solution. They said that the dealer must return the car to me. I objected to that suggestion and told Aldo that I considered the steering to be unsafe. After speaking with Aldo on Wed, Dec 1, he told me he would ask the regional BMW office for a resolution and expected to notify me by noon on Wed, Dec 1. I called him late Friday, Dec 3rd, and he told me that the regional office had agreed to allow him to replace the newly installed steering column with another one to rule out a defective column. Another steering column was shipped to the FT Myers BMW dealer and installed on Nov 30th; however, the steering problem was still evident. On Dec 16th, a BMW field service engineer arrived to conduct testing on my Z4. Following successful tests with a steering column from an in-stock Z4 having a production date close to mine, another steering column was ordered with similar specs and installed in my Z4. This steering column seemed to effectively resolve the issue, at least as of the date of this email.

I have since read numerous complaints on BMW Website reader boards regarding this same issue. In fact, one owner noted that if you report the noise in the column, do not let them replace the steering column or you risk having the faulty steering problem as well, which is exactly what happened to me. BMW created a problem my car did not have by replacing the steering column with another one that exhibited the ...

Customer Service Request Detail # 200434300416

... steering problem.

FYI, other defects that this car has exhibited which required repair at BMW dealers include the following:

- excessive wind noise from passenger door(still unresolved)
- recall for replacement of AC belt tensioner
- defective airbag door harness(replaced)
- defective theft deterrent alarm(replaced)
- cigarette lighter retention clip broken and ashtray loose(ashtray still loose, and cigarette lighter retention clip broken again for the third time)
- engine hesitates and bucks(required two software downloads to fix)
- second gear is very crunchy, but I'm afraid to report that- who knows what they'll replace in the transmission and how the transmission might perform or feel thereafter.

Considering the number of defects this car has exhibited since purchase, its limited mileage, and the fact that I could not safely drive this car, and did not have possession of it from Nov 17th 2004 to December 17th 2004(which, by itself, qualifies for a Lemon Law claim), while BMW was attempting to find a repair solution to the steering, I would ask that the warranty for this car be extended, in writing, for two years beyond the normal 4 year warranty period.

Sincerely,

[Redacted signature block]

PLUMBERS FL

Customer Service Request Detail # 200435700084

Customer

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

Service Request

Service Request #:	200435700084
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	12/22/2004 09:43AM
Created By:	Calabro, Brian
Rep Assigned:	Mazanec, Carrie
Date Assigned:	12/22/2004 09:43AM
Assigned Dealer:	
Identified Dealer:	BMW of Bayside
Date Resolved:	
Resolve Rep:	
Date Closed:	12/22/2004 05:21PM
Close Rep:	Mazanec, Carrie
Issue Note:	ESP issue with Z4 and BMW Bayside

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	20,000
Sale:	12/15/03
In Service Date:	03/20/03
Production Date:	03/05/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
12/22/2004	Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments

Customer Service Request Detail # 200435700084

Activity Status:	Done	Activity Updated:	12/22/2004 10:58AM
Activity Type	Customer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	12/22/2004 09:50AM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	ESP issue with Z4 and BMW Bayside		
Note Created: 12/22/2004 10:53AM		Note Created By: Calabro, Brian	
Note Type: Customer Interaction			
<p>Cust adv that she purchased her veh new from BMW Bayside and was driving on the highway the other day when she noticed a RED warning light (Electric Steering component - ESP) come on. Cust took veh immediately to Bayside, however she was never offered a loaner or rental. Cust adv that veh is sitting at dealer because they are not sure what the problem is. Dealer apologized and offered to contact center and look into issue. Cust # [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	12/22/2004 10:58AM
Activity Type	Dealer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	12/22/2004 10:58AM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	Lft msge with Tony Perez (sm)		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200511500312

Customer

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

Service Request

Service Request #:	200511500312
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	4/25/2005 11:30AM
Created By:	Young, Tricia
Rep Assigned:	Moore, Helen
Date Assigned:	4/25/2005 11:30AM
Assigned Dealer:	
Identified Dealer:	BMW of Fort Myers
Date Resolved:	
Resolve Rep:	
Date Closed:	5/10/2005 10:29AM
Close Rep:	Moore, Helen
Issue Note:	Steering IDD #11544723

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	10,500
Sale:	04/08/06
In Service Date:	03/24/04
Production Date:	02/23/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
4/25/2005	refer to service manager
5/9/2005	vehicle was replaced

Attachments

File Name	Comments

Customer Service Request Detail # 200511500312

Activity Status:	Done	Activity Updated:	4/25/2005 11:32AM
Activity Type	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	staroflife4003@aol.com
Activity Created:	4/24/2005 03:30PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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From: [REDACTED]
Subject: Other
VIN: 4USBT33534L [REDACTED]
ModelYear: 2004
MfgNm: BMW
ModelNm: Z4 roadster 2.5i
ContactBy: Phon
ContactPhone: [REDACTED]
Contac
email: [REDACTED]
Comm [REDACTED] ar in 3 times now for a steering problem. On the second attempt the steering column was replaced but the problem actually was just as bad, if not worse. I have checked online with other owners across the country. Two have had their car bought back from BMW with the "lemon law". Others are still waiting for the "fix" that doesn't seem to come. The Service advisor gave me back the car after the steering column was changed. I took the car right back as I knew this did not fix the problem with the steering. Then I was told they have a bulletin on this steering problem. According to most online, this was known quite awhile ago. I want this on record that the car does not feel safe to drive and I will not accept this car back if problem can not be corrected, as everyone online states. The car is still at the service department at my dealer. The steering column replaced and a serious problem persists. Please reply.
CustomerNo: 577618
AccountId: [REDACTED]
[REDACTED]
[REDACTED]
formid: 1001
Vins: 4USBT33534L [REDACTED]

Activity Status:	Done	Activity Updated:	4/25/2005 11:32AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Young, Tricia	Email From:	CustomerRelations@bmwusa.com
Activity Created:	4/25/2005 11:30AM	Email To:	[REDACTED]
Activity Created By:	Young, Tricia		
Activity Description:	RE: Other [1-259120973]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200511500312

Dear Ms. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 Z4. I was sorry to read of the concerns you have with steering in your BMW.

I suggest speaking directly with the service manager at your BMW center about the issues you are experiencing with your vehicle. The service manager at the center has access to BMW engineering and regional representatives who are in the best position to review your vehicle's concern.

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,

Tricia Young
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 4/25/2005 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33534L [REDACTED]
ModelYear: 2004
MfgNm: BMW
ModelNm: Z4 roadster 2.5i

ContactBy: Phon [REDACTED]
ContactPhone: [REDACTED]
Contact email: [REDACTED]

Comments: I have taken my car in 3 times now for a steering problem. On the second attempt the steering column was replaced but the problem actually was just as bad, if not worse. I have checked online with other owners across the country. Two have had their car bought back from BMW with the "lemon law". Others are still waiting for the "fix" that doesn't seem to come. The Service advisor gave me back the car after the steering column was changed. I took the car right back as I knew this did not fix the problem with the steering. Then I was told they have a bulletin on this steering problem. According to most online, this was known quite awhile ago. I want this on record that the car does not feel safe to drive and I will not accept this car back if problem can not be corrected, as everyone online states. The car is still at the service department at my dealer. The steering column replaced and a serious problem persists. Please reply.
CustomerNo: 577618
Accountid: 1469622
....

Customer Service Request Detail # 200511500312

		...	
		formid: 1001 Vins: 4USBT335341	
Activity Status:	Done	Activity Updated:	4/25/2005 11:40AM
Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	4/25/2005 11:39AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	CCI stating that he has spoken with the Service Manager, and that the Field Rep is due in tom for diagnosis and review		
Note Created: 4/25/2005 11:40AM		Note Created By: Beidelman, Jason	
Note Type: Customer Interaction			
Customer states that he will await the Field Rep's decision tomorrow, and that he would simply like this noted by BMW CR.			
Activity Status:	Done	Activity Updated:	4/27/2005 01:56PM
Activity Type	Customer Interaction	Activity Updated By:	Schuelke, Jennifer
Activity Assigned To:	Schuelke, Jennifer	Email From:	
Activity Created:	4/27/2005 01:52PM	Email To:	
Activity Created By:	Schuelke, Jennifer		
Activity Description:	CCI stating that they put in a new steering column already and the area rep has advised to put in another - see notes		
Note Created: 4/27/2005 01:52PM		Note Created By: Schuelke, Jennifer	
Note Type: Customer Interaction			
FSE told his ser adv that he was going to call someone and find out if they should put another steering column in. Cust wanted to know what he should do at this point as his advisor Katie is trying to help but they both don't know what to do at this point. I adv him that the ser man is his best point of contact at this point as he is the one who is working directly with the area rep. I gave cust Aldo's name and number and adv that he work directly with him.			
Activity Status:	Done	Activity Updated:	4/27/2005 06:23PM
Activity Type	Customer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	4/27/2005 06:23PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	CCI staes that he called the sm but he does not call him, he has his sa call		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	4/27/2005 06:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	4/27/2005 06:25PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	left vm for Aldo sm @ Fort Myers, asking him to call the cust personally		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200511500312

Activity Status:	Done	Activity Updated:	5/2/2005 12:55PM
Activity Type	Email - Inbound	Activity Updated By:	Fischer, Adam
Activity Assigned To:	Fischer, Adam	Email From:	BMWgroup.Customerservice@bmwgroup.com
Activity Created:	5/2/2005 06:58AM	Email To:	bmwagcom@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Fwd: Still Having Major Problem		

Note Created:	Note Created By:	Note Type:
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>Date: Sat, 30 Apr 2005 18:14:02 -0400
>Subject: Still Having Major Problem
>X-Mailer: 9.0 SE for Windows sub 5011
>X-purgate-ID: expurgator15/1DS0Dx-0007CP-00 0:1
>X-purgate-Ad: Categorized by eleven eXpurgate (R) <http://www.eXpurgate.net>
>X-purgate: This mail is considered clean (see
><http://www.eXpurgate.net/support/expurgate/headers/> for details)
>X-purgate: clean
>X-purgat
>Sender: [REDACTED]
>From: S [REDACTED]
>To: Bmw [REDACTED]@bmwgroup.com,
> h [REDACTED]
>Cc: [REDACTED]
>
>Hello BMW Customer Service,
>
>I am contacting you again to make sure BMW is aware of my ongoing problem
>and to let you know of my dissatisfaction and problem/claim.
>
>My vin # is:4USBT33534 [REDACTED]
>
>I leased this vehicle in March 2004.At that time there was no steering
>problem whatsoever. In November of 2004, I have a service record of taking
>in the car and complaining of a "sticking" steering.I was told to check
>the tire pressure.
>
>Nothing was done at that time. No one looked at the steering. But that was
>my concern in November 2004.
>
>I drove the car then for around 6 months while all the while the steering
>was getting worse.
>On April 20,2005 I returned to the dealer's service department in Fort
>Myers, Fl and explained there is a problem with my steering.Again I was
>asked did I check the tire pressure in my tires when I took my car in for
>this service.
>
>I was told 2 days later a "new steering column" was put in and my car was
>ready to be picked up.
>
>On Friday, just two days later, I returned to the service department. The
>car actually steers worse now. When you turn the wheel left, it stays left
>and does not come back to center.VERY unsafe to drive.
>
>How can they expect me to drive the car after this repair? Did anyone test
>drive it? Obviously not.So, I asked the service manager about it, he
>states he drove it and understands my concerns.He also said to me it was
>unsafe and unacceptable.The car sits at the dealer's service ...

Customer Service Request Detail # 200511500312

... department.
 >
 >I was told the field rep was at the dealer on Tuesday, April 26. Today, the
 >cars sits at the service department on April 30 with one steering column
 >replaced.
 >
 >Online there are many BMW forums of people from around the world that are
 >expressing some concerns about their Z4. I was mostly interested in the
 >Florida Z4 owners that had their car bought back from BMW for the same
 >"steering problem."
 >
 >I am waiting for the service manager and also I called the sales manager
 >at the dealership to let us know if the car is fixable. I do not think so
 >at this point because if it was, I would have it home and it would not
 >still be at the dealer.
 >
 >I agreed to wait til "midweek" for the mystery part or steering column
 >that is coming in. Or until BMW makes a decision on what to do here.
 >
 >I will contact you again, once BMW Fort Myers contacts me. I feel this is a
 >serious steering problem and as I am finding out on at least 4 BMW Z4's
 >recently were bought back from BMW for the same steering problems in
 >Florida because once this happens there is NO FIX.
 >
 >I was given this advice from a Florida Lemon Law attorney that asked me if
 >I was tired of complaining about certain things that were not repaired by
 >your BMW dealer, to let you know of my dissatisfaction and problem/claim
 >known to BMW and make it known what further action may need to be made.
 >
 >Thankyou for your time.

Activity Status:	Done	Activity Updated:	5/2/2005 05:32PM
Activity Type:	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	5/2/2005 05:30PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Customer has posted numerous times on roadfly regarding issue		

Note Created: 5/2/2005 05:31PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
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<http://bimmer.roadfly.org/bmwforums/e85/6538775-1.html>
 Author: Kathy G on 2005-04-28 at 22:17:28 (posted from: Host: 172-3.201-68.swfla.res.rr.com IP: 68.201.3.172)

Subject: Re: Yeah, been there (41 views)

Message: Will be very interesting when I get the call to pick it up. It seems that everyone that has the problem still complains of the problem. It never goes away once it starts up.

Not taking it home if not fixed, and nothing fixes...Glad I have the Lemon Law to use once 4th try is completed.

Note Created: 5/2/2005 05:31PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
--------------------------------	----------------------------------	---------------------------------

Please see Barbara before contacting customer.

Customer Service Request Detail # 200511500312

Activity Status:	Done	Activity Updated:	5/3/2005 10:20AM
Activity Type	Customer Interaction	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	
Activity Created:	5/3/2005 10:16AM	Email To:	
Activity Created By:	Hawley, Darlene		
Activity Description:	cci for Helen Moore update		
Note Created: 5/3/2005 10:16AM		Note Created By: Hawley, Darlene	
Note Type: Customer Interaction			
{ writer tt Helen. it was just assigned to her ... she requested a little time to research } writer advsd Helen will contact him later in the day. cust cell : 239 850 7327			
Activity Status:	Done	Activity Updated:	5/3/2005 10:57AM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 10:55AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	TT barbara. she said to speak to Frank about the possibility of getting one of these test steering racks. Frank is in contact w/FSE		
Note Created: 5/3/2005 10:56AM		Note Created By: Moore, Helen	
Note Type: Corporate Interaction			
Barbara said tests are being completed on new steering racks. results look like they resolve the problem. confirm with frank.			
Activity Status:	Done	Activity Updated:	5/3/2005 11:22AM
Activity Type	Engineering Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 10:57AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	TT Frank. new steering racks seem to resolve the problem. wont be available until possibly mid-june or end of June		
Note Created: 5/3/2005 10:57AM		Note Created By: Moore, Helen	
Note Type: Engineering Interaction			
Frank has been speaking with FSE Don. Frank will call Don to tell him they will send one of these racks to him for this cust when they arrive. Frank will see if he can get any sooner but he can't guarantee anything. ill email Frank details on this VIN so he can put it on a list that need this new steering rack ASAP/			
Activity Status:	Done	Activity Updated:	5/3/2005 11:22AM
Activity Type	Engineering Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 11:21AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	emailed Frank veh info		
Note Created: 5/3/2005 11:21AM		Note Created By: Moore, Helen	
Note Type: Engineering Interaction			

Customer Service Request Detail # 200511500312

From: Moore, Helen
 Sent: 03/03/2005 11:21 AM
 To: [REDACTED] V4-US-A-20
 Subject: Issue

[REDACTED]

Here is the info on the customer who has the issue with poor steering after the car sits in the hot sun.

Customer: [REDACTED]
 Vehicle: 2004 Z4 2.5i VIN [REDACTED]
 Dealer: BMW of Fort Myers

If you need anything else, just let me know. Thanks for your help!

Regards,
 Helen

Activity Status:	Done	Activity Updated:	5/3/2005 11:45AM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 11:44AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	cust l/m. car @ dealer for 2 weeks.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	5/3/2005 01:49PM
Activity Type:	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 01:49PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	TT Eric, car safe to drive.		

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

Activity Status:	Done	Activity Updated:	5/3/2005 02:07PM
Activity Type:	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/3/2005 01:52PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	TT cust		

Note Created: 5/3/2005 02:01PM	Note Created By: Moore, Helen	Note Type: Customer Interaction
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Customer Service Request Detail # 200511500312

<p>explained to cust that we have tested a new steering rack and we want to install it in their vehicle. told him parts might not be here until mid to the end of June. told them we are trying to get some here earlier but we are not sure if its possible. told them they are at the top of the list to get their car fixed. told cust we can look into the possibility of reimbursing them money for the downtime and inconvenience. car has been at the shop since April 20th. cust is currently in a 330i. dealer wants loaner back but SM told them not to drive their car. cust would like a Z4 loaner to drive in the mean time. told her ill call SM to see what we can do to help. cust wanted to know what if this new and improved part fails to fix the problem. told cust we can look into replacing the car at that time if necessary. cust ok. told her ill call her back when i have an update.</p>					
Activity Status:	Done	Activity Updated:	5/4/2005 11:16AM		
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen		
Activity Assigned To:	Moore, Helen	Email From:			
Activity Created:	5/4/2005 11:16AM	Email To:			
Activity Created By:	Moore, Helen				
Activity Description:	cust l/m. wants to send me an email. would like out of the lease. doesnt want to wait until June to get car fixed.				
Note Created:	Note Created By:	Note Type:			
Activity Status:	Done	Activity Updated:	5/4/2005 11:21AM		
Activity Type	Engineering Interaction	Activity Updated By:	Moore, Helen		
Activity Assigned To:	Moore, Helen	Email From:			
Activity Created:	5/4/2005 11:21AM	Email To:			
Activity Created By:	Moore, Helen				
Activity Description:	TT Frank. he is waiting to hear from Germany if we can get any parts sooner. he'll let me know.				
Note Created:	Note Created By:	Note Type:			
Activity Status:	Done	Activity Updated:	5/4/2005 12:51PM		
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Helen		
Activity Assigned To:	Moore, Helen	Email From:			
Activity Created:	5/4/2005 12:51PM	Email To:			
Activity Created By:	Moore, Helen				
Activity Description:	l/m for SM. pls fax ROs. car there since April 20th?				
Note Created:	Note Created By:	Note Type:			
Activity Status:	Done	Activity Updated:	5/4/2005 04:51PM		
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen		
Activity Assigned To:	Moore, Helen	Email From:			
Activity Created:	5/4/2005 04:48PM	Email To:			
Activity Created By:	Moore, Helen				
Activity Description:	TT cust.				
Note Created:	5/4/2005 04:49PM	Note Created By:	Moore, Helen		
		Note Type:	Customer Interaction		
<p>he said SM said rep going to drive car tomorrow and decided what needs to be done. cust will call me afterwards to let me know what he is told and if he needs further assistance from me.</p>					

Customer Service Request Detail # 200511500312

Activity Status:	Done	Activity Updated:	5/9/2005 01:47PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/9/2005 01:44PM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	TT cust. BMW rep gave go ahead to replace vehicle. waiting for Troy Arch to call back & let them know if the replacement car they found was approved.		

Note Created: 5/9/2005 01:46PM Note Created By: Moore, Helen Note Type: Customer Interaction

told cust to call if he has any questions. cust appreaicted the follow-up.

Activity Status:	Done	Activity Updated:	5/10/2005 10:05AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Helen
Activity Assigned To:	Moore, Helen	Email From:	
Activity Created:	5/10/2005 10:05AM	Email To:	
Activity Created By:	Moore, Helen		
Activity Description:	told Frank we will probably replace this car so not to worry about this one as a hot case. he knows.		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200516800063

Customer

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

Service Request

Service Request #:	200516800063
Brand:	BMW
Type:	eResponse
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	6/17/2005 08:42AM
Created By:	Blazer, Anthony
Rep Assigned:	Stuart, William
Date Assigned:	6/17/2005 08:42AM
Assigned Dealer:	
Identified Dealer:	BMW of Fort Myers
Date Resolved:	
Resolve Rep:	
Date Closed:	7/15/2005 07:54AM
Close Rep:	Stuart, William
Issue Note:	Fwd: ATTN HELEN MOORE-BMW Customer Service

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	04/08/06
In Service Date:	03/24/04
Production Date:	02/23/04

Code Descriptions

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

Solution Notes

Created	Solution
7/15/2005	CUSTOMER PUT INTO A REPLACEMENT CAR - NO FURTHER CONTACT NECESSARY.

Attachments

File Name	Comments

Customer Service Request Detail # 200516800063

Activity Status:	Done	Activity Updated:	6/17/2005 08:45AM
Activity Type	Email - Inbound	Activity Updated By:	Blazer, Anthony
Activity Assigned To:	Blazer, Anthony	Email From:	BMWgroup.Customerservice@bmwgroup.com
Activity Created:	5/4/2005 05:53AM	Email To:	bmwagcom@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Fwd: ATTN HELEN MOORE-BMW Cutomer Service		

Note Created:	Note Created By:	Note Type:
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>Date: Tue, 3 May 2005 20:26:00 -0400
>Subject: ATTN HELEN MOORE-BMW Cutomer Service
>X-Mailer: Microsoft Outlook Express 6.00.2900.2180
>X-Virus-Scanned: Symantec AntiVirus Scan Engine
>X-purgate-ID: expurgator15/1DT7i6-0005K0-00 0:1
>X-purgate-Ad: Categorized by eleven eXpurgate (R) <http://www.eXpurgate.net>
>X-purgate: This mail is considered clean (see
><http://www.eXpurgate.net/support/expurgate/headers/> for details)
>X-purgate: clean

>
> [REDACTED] 77
> [REDACTED]
> [REDACTED]erservice@bmwgroup.com,
> h
> Cc: [REDACTED]
> [REDACTED]

>RE:2004 Z4 Steering Problem
>
>Dear [REDACTED]
>
>In response to your phone call to us on Tuesday, May 3,2005 which you on
>behalf of BWMNA
>expressed your appology and concern in the matter of our leased 2004 Z4,
>we feel it is
>not in our best interest to have to wait perhaps 8 weeks if not more to
>hope the part is
>shipped to BMW Fort Myers from Germany in hopes that this new revised part
>corrects
>the now broken steering on the vehicle.It may not and as you stated you
>then would terminate
>the lease at that time.
>
>At this time we are asking you either to terminate our financial
>obligation..now,
>for the remaining 24 months left on the contract,or provide us with a new
>2005 Z4 of our selection
>which we will start a new 36 month lease on at the same payment we are
>making of \$594.00 a month.
>
>We feel this problem was not brought upon BMW by us, but it is a hardship
>for us not to have our car to drive
>along with it just sitting for a total of 10 weeks total or more from
>April 20,2005 to the approximated parts
>delivery date of the end of June.(if they arrive on schedule) This car can
>not be driven in waiting for the repair,
>and we hope you and BWMNA feel this is the correct action on your part
>for this mechanical breakdown with
>only hopes of ...

Customer Service Request Detail # 200516800063

... a correction.
>
>
>Please call us today to give us your answer to this serious steering problem.
>
>Thankyou,
>
>[REDACTED]
>[REDACTED]
>[REDACTED]
>
>----- Orig
>From: <[REDACTED]>
>To: <mailto:bmwgroup.customerservice@bmwgroup.com>bmwgroup.customerservice@bmwgroup.com
>: <mailto:bmw[REDACTED]>
>Cc: <mailto:S[REDACTED]>
>Sent: Saturday, [REDACTED]
>Subject: Still Having Major Problem
>
>Hello BMW Customer Service,
>
>I am contacting you again to make sure BMW is aware of my ongoing problem and to let you know of my dissatisfaction and problem/claim.
>
>My vin # is:4USBT33534[REDACTED]
>
>I leased this vehicle in March 2004.At that time there was no steering problem whatsoever. In November of 2004, I have a service record of taking in the car and complaining of a "sticking" steering.I was told to check the tire pressure.
>
>Nothing was done at that time. No one looked at the steering. But that was my concern in November 2004.
>
>I drove the car then for around 6 months while all the while the steering was getting worse.
>On April 20,2005 I returned to the dealer's service department in Fort Myers, FL and explained there is a problem with my steering.Again I was asked did I check the tire pressure in my tires when I took my car in for this service.
>
>I was told 2 days later a "new steering column" was put in and my car was ready to be picked up.
>
>On Friday, just two days later, I returned to the service department. The car actually steers worse now. When you turn the wheel left, it stays left and does not come back to center.VERY unsafe to drive.
>
>How can they expect me to drive the car after this repair? Did anyone test drive it? Obviously not.So, I asked the service manager about it, he states he drove it and understands my concerns.He also said to me it was unsafe and unacceptable.The car sits at the dealer's service department.
>
>I was told the field rep was at the dealer on Tuesday, April 26. Today, the cars sits at the service department on April 30 with one steering column
...

Customer Service Request Detail # 200516800063

...
>replaced.
>
>Online there are many BMW forums of people from around the world that are
>expressing some concerns about their Z4.I was mostly interested in the
>Florida Z4 owners that had their car bought back from BWM for the same
>"steering problem."
>
>I am waiting for the service manager and also I called the sales manager
>at the dealership to let us know if the car is fixable.I do not think so
>at this point because if it was, I would have it home and it would not
>still be at the dealer.
>
>I agreed to wait til "midweek" for the mystery part or steering column
>that is coming in. Or until BMW makes a decision on what to do here.
>
>I will contact you again, once BMW Fort Myers contacts me.I feel this is a
>serious steering problem and as I am finding out on at least 4 BMW Z4's
>recently were bought back from BMW for the same steering problems in
>Florida because once this happens there is NO FIX.
>
>I was given this advice from a Florida Lemon Law attorney that asked me if
>I was tired of complaining about certain things that were not repaired by
>your BMW dealer , to let you know of my dissatisfaction and problem/claim
>known to BMW and make it known what further action may need to be made.
>
>Thankyou for your time.
>
[REDACTED]

Activity Status:	Done	Activity Updated:	7/6/2005 03:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	6/17/2005 11:22AM	Email To:	
Activity Created By:	Vlaovich, Leonora		
Activity Description:	Reassigned to Southern Team Lead by Leonora.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/6/2005 03:50PM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/6/2005 03:50PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	LEFT V/M MESSAGE FOR MRS. GIARDINA TO CALL ME.		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200516800063

Activity Status:	Done	Activity Updated:	7/8/2005 04:02PM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/8/2005 04:01PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SEE NOTES		

Note Created: 7/8/2005 04:01PM Note Created By: Stuart, William Note Type: Customer Interaction

July 8, 2005

[REDACTED]

Cape Coral, FL [REDACTED]

Re: 2004
VIN [REDACTED]

Dear Ms. [REDACTED]

I tried reaching you by telephone without success. At your convenience, would you call me on my direct line: 201-263-8210 regarding the status of your vehicle.

Thank you.

Sincerely,

William Stuart
National Customer
Relations & Services

Activity Status:	Done	Activity Updated:	7/15/2005 07:53AM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/15/2005 07:50AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SEE NOTES		

Note Created: 7/15/2005 07:50AM Note Created By: Stuart, William Note Type: Customer Interaction

CUSTOMER LEFT A VOICE MAIL MESSAGE ADVISING SHE NO LONGER OWNS THE CAR - NOW DRIVING A 2005 Z4 - HER PROBLEM HAS BEEN RESOLVED.

Activity Status:	Done	Activity Updated:	7/15/2005 07:53AM
Activity Type	General	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/15/2005 07:53AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	REPLACEMENT VIN lu10082.		

Note Created: Note Created By: Note Type:

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 200516800063

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Customer Service Request Detail # 200517400707

Customer

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

Service Request

Service Request #:	200517400707
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/23/2005 03:40PM
Created By:	Schutte, Kerry
Rep Assigned:	Schutte, Kerry
Date Assigned:	6/23/2005 03:40PM
Assigned Dealer:	
Identified Dealer:	All Pro BMW Ocala
Date Resolved:	
Resolve Rep:	
Date Closed:	7/12/2005 03:12PM
Close Rep:	Schutte, Kerry
Issue Note:	Client states when turning power steering light on and difficult to turn.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	3,100
Sale:	08/31/04
In Service Date:	08/31/04
Production Date:	08/17/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/23/2005	No faults came/ Writer doc'd complaint.
7/12/2005	Service Mgr will customer directly to have him come in again for road test.

Attachments

File Name	Comments
johnson (Archived - Click fo	

Customer Service Request Detail # 200517400707

Activity Status:	Done	Activity Updated:	6/23/2005 03:43PM
Activity Type	Customer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Schutte, Kerry	Email From:	
Activity Created:	6/23/2005 03:41PM	Email To:	
Activity Created By:	Schutte, Kerry		
Activity Description:	Client states when turning power steering light on and difficult to turn.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/1/2005 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Frost, James
Activity Assigned To:	Frost, James	Email From:	
Activity Created:	7/1/2005 04:14PM	Email To:	
Activity Created By:	Frost, James		
Activity Description:	Client called back to discuss this further. See notes.		
Note Created: 7/1/2005 04:15PM		Note Created By: Frost, James	
		Note Type: Customer Interaction	
Client called back on this same issue and said that the Center was unable to duplicate the fault and he wanted to follow up on this w/ someone w/in Technical.			
Note Created: 7/1/2005 04:16PM		Note Created By: Frost, James	
		Note Type: Corporate Interaction	
Apologized for this matter and referenced this case and unfortunately explained that speaking to someone in Technical would not be possible. Suggested giving his thoughts to SM, but client wanted address to submit his correspondence too on this matter. Apologized and explained we appreciate his thoughts, but Center couldn't find a fault code and this is why no action taken.			
Activity Status:	Done	Activity Updated:	7/12/2005 12:48PM
Activity Type	Customer Interaction	Activity Updated By:	Distributor, FS
Activity Assigned To:	Distributor, FS	Email From:	
Activity Created:	7/8/2005 03:13PM	Email To:	
Activity Created By:	Distributor, FS		
Activity Description:	Customer ltr - power steering dispute		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/12/2005 01:51PM
Activity Type	Dealer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Schutte, Kerry	Email From:	
Activity Created:	7/12/2005 01:51PM	Email To:	
Activity Created By:	Schutte, Kerry		
Activity Description:	Spoke with Bob..Svc Mgr will call customer directly to schedule appt.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200517400707

Activity Status:	Done	Activity Updated:	7/12/2005 01:53PM
Activity Type	Initial Customer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Schutte, Kerry	Email From:	
Activity Created:	7/12/2005 01:53PM	Email To:	
Activity Created By:	Schutte, Kerry		
Activity Description:	Left message for customer to adv Svc Mgr will contact him directly schedule appt.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200517500679

Customer

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

Service Request

Service Request #:	200517500679
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/24/2005 04:52PM
Created By:	Ottman, Matthew
Rep Assigned:	Ottman, Matthew
Date Assigned:	6/24/2005 04:52PM
Assigned Dealer:	
Identified Dealer:	Southpointe BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/28/2005 09:47AM
Close Rep:	Ottman, Matthew
Issue Note:	cust states that his steering is defective but it is not being replaced

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/24/06
In Service Date:	12/23/02
Production Date:	11/01/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/28/2005	closed pending cust callback

Attachments

File Name	Comments

Customer Service Request Detail # 200517500679

Activity Status:	Done	Activity Updated:	6/28/2005 09:02AM
Activity Type	Customer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	6/24/2005 04:57PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	cust states that his steering is defective but it is not being replaced		
Note Created: 6/24/2005 05:01PM		Note Created By: Ottman, Matthew	
Note Type: Customer Interaction			
cust states that his steering does not function when the temp is above 90. he states that the dealer advised that BMW has advised not to correct the problem			
Activity Status:	Done	Activity Updated:	6/28/2005 09:03AM
Activity Type	Dealer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	6/24/2005 05:06PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	spoke to Dean sm @ Southpointe		
Note Created: 6/24/2005 05:12PM		Note Created By: Ottman, Matthew	
Note Type: Dealer Interaction			
he states that he started a puma case but has not received a response as of yet			
Activity Status:	Done	Activity Updated:	6/28/2005 09:03AM
Activity Type	Customer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	6/24/2005 05:14PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	left msg for cust		
Note Created: 6/24/2005 05:15PM		Note Created By: Ottman, Matthew	
Note Type: Customer Interaction			
left msg advising cust that the dealer has sent the info to BMW tech dept and he is waiting for a response			

Customer Service Request Detail # 200518900484

Customer

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

Service Request

Service Request #:	200518900484
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	7/8/2005 03:00PM
Created By:	Mazanec, Carrie
Rep Assigned:	Green, Kenneth
Date Assigned:	7/8/2005 03:00PM
Assigned Dealer:	
Identified Dealer:	Global Imports
Date Resolved:	
Resolve Rep:	
Date Closed:	7/15/2005 08:41AM
Close Rep:	Green, Kenneth
Issue Note:	IDD #12236255 - Temperature-related steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	02/14/03
In Service Date:	02/14/03
Production Date:	02/06/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3213	STEERING UNIT COMPONENTS - STEERING RACK
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/15/2005	Phoned cust and dealership informing them that steering rack was shipped.

Attachments

File Name	Comments

Customer Service Request Detail # 200518900484

Activity Status:	Done	Activity Updated:	10/20/2008 09:36AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/8/2005 03:00PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD #12236255 - Temperature-related steering issue		

Note Created: 7/8/2005 03:01PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

<http://bimm-adfly.com/bmw/forums/e85/6766470-1.html>
 Author: [redacted] on 2005-06-28 at 18:13:09 (posted from: Host: adsl-068-213-019-079.sip.asm.bellsouth.net IP: 68.213.19.79)
 Subject: Heat-related steering issue-BMWNA not recognizing (402 views) (1686 thread views)
 Message: I've had this problem ever since the car was new, it only manifests itself in the summer. As has been noted by myself and others on this board, it is a "sticking" in the steering during times of high temperature (ambient). Well, for the second time we've brought this up to our dealer while the car was in for service. (Global BMW in Atlanta) This time, the service advisor told my wife that BMW hasn't acknowledged that there is an issue...so there is no fix. If you're experiencing this phenomenon we need to get a message to BMWNA that it IS an issue and they should be doing something about it.

Activity Status:	Done	Activity Updated:	10/20/2008 09:36AM
Activity Type	Corporate Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/8/2005 03:01PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	see notes		

Note Created: 7/8/2005 03:01PM Note Created By: Mazanec, Carrie Note Type: Corporate Interaction

New steering rack will be sent to center next week. Please inform center and then customer about it. Please see Barbara for questions.

Activity Status:	Done	Activity Updated:	10/20/2008 09:36AM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	7/8/2005 03:02PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/20/2008 09:36AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	7/12/2005 08:49AM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Phoned customer left vm for him to call me. I need to know the name of the dealership.		

Customer Service Request Detail # 200518900484

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 10/20/2008 09:36AM		Activity Updated By: DupCustRemoval, fm	
Activity Assigned To: Green, Kenneth		Email From:		Email To:	
Activity Created: 7/12/2005 01:44PM		Activity Description: Phoned svc mgr,Dave Cote,telling him steering rack for Mr. [REDACTED] car was being shipped. Asked him to call me back and confirm.			
Activity Created By: Green, Kenneth					
Note Created:					
Note Created By:					
Note Type:					
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 10/20/2008 09:36AM		Activity Updated By: DupCustRemoval, fm	
Activity Assigned To: Green, Kenneth		Email From:		Email To:	
Activity Created: 7/13/2005 08:27AM		Activity Description: Phoned Dave Cote,Svc mgr,LEft vin and cust name. Asked Dave to phone me and verify that steering rack is in.			
Activity Created By: Green, Kenneth					
Note Created:					
Note Created By:					
Note Type:					
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 10/20/2008 09:36AM		Activity Updated By: DupCustRemoval, fm	
Activity Assigned To: Green, Kenneth		Email From:		Email To:	
Activity Created: 7/14/2005 08:01AM		Activity Description: Phoned Dave Cote,Svc mgr,left msg with Vin and cust's name and asked him to call me when steering rack comes in so we can get cust in.			
Activity Created By: Green, Kenneth					
Note Created:					
Note Created By:					
Note Type:					
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 10/20/2008 09:36AM		Activity Updated By: DupCustRemoval, fm	
Activity Assigned To: Green, Kenneth		Email From:		Email To:	
Activity Created: 7/15/2005 08:37AM		Activity Description: Phoned svc mgr,"David Cote,left msg asked him to call me and verify if steering rack is in.			
Activity Created By: Green, Kenneth					
Note Created:					
Note Created By:					
Note Type:					

Customer Service Request Detail # 200519400715

Customer

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

Service Request

Service Request #:	200519400715
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/13/2005 04:42PM
Created By:	Peebles, Karla
Rep Assigned:	Peebles, Karla
Date Assigned:	7/13/2005 04:42PM
Assigned Dealer:	
Identified Dealer:	Vista Motor Company
Date Resolved:	
Resolve Rep:	
Date Closed:	7/19/2005 04:15PM
Close Rep:	Peebles, Karla
Issue Note:	steering issue with vehicle

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	14,000
Sale:	06/24/03
In Service Date:	06/24/03
Production Date:	06/19/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/13/2005	customer will make appt. with FSE. and call back if he needs further assistance

Attachments

File Name	Comments

Customer Service Request Detail # 200519400715

Activity Status:	Done	Activity Updated:	7/13/2005 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Peebles, Karla
Activity Assigned To:	Peebles, Karla	Email From:	
Activity Created:	7/13/2005 04:43PM	Email To:	
Activity Created By:	Peebles, Karla		
Activity Description:	steering issue with vehicle		

Note Created: 7/13/2005 04:43PM Note Created By: Peebles, Karla Note Type: Customer Interaction

customer has had an ongoing problem with a steering issue in hot weather with his vehicle. Customer states he has had this problem for two years and the dealer has been unable to resolve the issue. Writer suggested customer make appt. with FSE before any further decisions are made within BMWNA. Customer will make appt. with FSE.

Activity Status:	Done	Activity Updated:	7/18/2005 03:23PM
Activity Type	Email - Inbound	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	7/18/2005 10:16AM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	steering		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200519400715

		formid: 1002	
		Comments: This vechile is dangerous to drive in the heat. The steering becomes erratic. I've been give the run around for 2years by both the dealer a [redacted] ervice.	
		phone: [redacted]	
		AccountNo: [redacted]	
		VIN: 4USBT33453L [redacted]	
		From: [redacted]	
		Subject: steering	
		RouteCode1:	
		RouteCode2:	
		RouteCode3:	
		Section: Owners' Comments	
		ModelYear: 2003	
		MfgNme: BMW	
		ModelNme: Z4 roadster 2.5i	
		[redacted]	
		[redacted]	
		Contact time:	
		address1: [redacted]	
		address2: [redacted]	
		address3:	
		city: Fort Lauderdale	
		state	
		[redacted]	
		[redacted]	
		vins: [redacted]	
		[redacted]	
		urgency:	
		Regarding:	
		NetworkScreenName:	
Activity Status: Done		Activity Updated: 7/18/2005 03:23PM	
Activity Type: Email - Outbound		Activity Updated By: Administrator, Siebel	
Activity Assigned To: Duncan, Mollie		Email From: CustomerRelations@bmwusa.com	
Activity Created: 7/18/2005 03:20PM		Email To: [redacted]	
Activity Created By: Duncan, Mollie			
Activity Description: RE: steering [1-286881846]			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200519400715

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2003 BMW Z4. That is a great model vehicle and we are sorry to hear of your concerns.

Our records reflect that you have worked with Karla in our office regarding this issue last week. Karla has advised you to schedule an appointment for a BMW engineer to review your concerns at your authorized BMW center and we would stand behind that recommendation. The service manager at shop foreman at your BMW center have access to BMW engineers who can assist in any necessary repairs either remotely by being in contact with your BMW center or in person on one of their monthly visits to your BMW center.

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,

Mollie Duncan
Customer Relations and Services
Representative

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

[REDACTED] 7/18/2005 12:00:00 AM
To: <bcccomments@bmwusa.com>
Subject: steering

formid: 1002

Comments: This vechile is dangerous to drive in the heat. The steering becomes erratic. I've been give the run around for 2years by both the dealer a [REDACTED] service.

phone: [REDACTED]

AccountNo: [REDACTED]

VIN: 4USBT33453L [REDACTED]

From: [REDACTED]

Subject: steering

RouteCode1:

RouteCode2:

RouteCode3:

Section: Owners' Comments

ModelYear: 2003

MfgNme: BMW

ModelNme: Z4 roadster 2.5i

[REDACTED]
[REDACTED]
[REDACTED]
Contact time: [REDACTED]
[REDACTED] ...

Customer Service Request Detail # 200519400715

		... 21st Lane address2: address3: city: Fort Lauderdale state: [REDACTED] [REDACTED] vins: 4USB1334331 [REDACTED] UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:	
Activity Status:	Done	Activity Updated:	7/18/2005 04:32PM
Activity Type:	Email - Inbound	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	[REDACTED]
Activity Created:	7/18/2005 03:43PM	Email To:	OCComments@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: steering [1-286881846]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200519400715

I have called vista 4 times for an appointment. they told me they were unable to schedule one until they contacted BMW for more information. My last 3 calls have gone unreturned. I'm unsure what to do next
awyer. This car is unsafe to drive in the heat.

--- OCComments@bmwusa.com wrote:

> Dear Mr. [REDACTED]
>
> Thank you for contacting BMW of North America, LLC regarding your
> 2003 BMW Z4. That is a great model vehicle and we are sorry to hear
> of your concerns.
>
> Our records reflect that you have worked with Karla in our office
> regarding this issue last week. Karla has advised you to schedule an
> appointment for a BMW engineer to review your concerns at your
> authorized BMW center and we would stand behind that recommendation.
> The service manager at shop foreman at your BMW center have access to
> BMW engineers who can assist in any necessary repairs either remotely
> by being in contact with your BMW center or in person on one of their
> monthly visits to your BMW center.
>
> 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,
>
> Mollie Duncan
> Customer Relations and Services
> Representative

> -----Original Message-----

> From: [REDACTED]
> Sent: 7/18/2005 12:00:00 AM
> To: <occomments@bmwusa.com>
> Subject: steering

> formid: 1002

> Comments: This vechile is dangerous to drive in the heat. The
> steering
> becomes erratic. I've been give the run around for 2years by both
> the
> dealer [REDACTED] service.
> phone [REDACTED]
> Account no:
> VIN: 4USBT33453L [REDACTED]

> From: [REDACTED]
> Subject: steering

> RouteCode1:
> RouteCode2:
> ...

Customer Service Request Detail # 200519400715

	<p>... > RouteCode3: > > Section: Owners' Comments > ModelYear: 2003 > MfgNme: BMW > ModelNme: Z4 roadster 2.5i > > [REDACTED] > [REDACTED] > [REDACTED] > ContactName: > > address1: > address2: > address3: > city: Fort Lauderdale > state: > [REDACTED] > [REDACTED] > vwork: > email: > Vins: 4USBT33453LF > > UserName: > Urgency: > Regarding: > NetworkScreenName: ></p>
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Duncan, Mollie Activity Created: 7/18/2005 04:02PM Activity Created By: Duncan, Mollie Activity Description: talked to nick gambardella, svc director @ vista. he said last complaint of steering was 4/14 and they couldn't</p>	<p>Activity Updated: 7/18/2005 04:05PM Activity Updated By: Duncan, Mollie Email From: Email To:</p>
<p>Note Created: 7/18/2005 04:03PM Note Created By: Duncan, Mollie Note Type: Dealer Interaction</p>	
<p>nick said they never duplicated the customer's concerns but that joe their FSE will be there on thursday and norman is the one handling his appointments because nick isn't going to be there that day. writer left voice mail for norman asking please to call back so we can schedule that.</p>	
<p>Activity Status: Done Activity Type: Email - Outbound Activity Assigned To: Duncan, Mollie Activity Created: 7/18/2005 04:08PM Activity Created By: Duncan, Mollie Activity Description: RE: steering [1-286881846]</p>	<p>Activity Updated: 7/18/2005 04:32PM Activity Updated By: Administrator, Siebel Email From: CustomerRelations@bmwusa.com Email To: [REDACTED]</p>
<p>Note Created: Note Created By: Note Type:</p>	

Customer Service Request Detail # 200519400715

Dear Mr. [REDACTED]

Thank you for your reply. I have just spoken with the service director at Vista BMW, Nick Gambardella. Mr. Gambardella will be out of the office this Thursday, but the service manager will be there and one of our BMW engineers is scheduled to also make a visit to their service department that day.

At this time, we have tentatively scheduled you for Thursday, 7/21/2005, at 9:30 a.m. for our engineer to review your vehicle and your concerns. If you would be unable to make this appointment or make your vehicle available at that time, please let me know just as soon as possible. Our BMW factory engineers are usually at Vista BMW only once a month so it would be beneficial to both of us if your vehicle was available at the time we have set aside for you right now. If for any reason our engineer will not be at the dealership this Thursday and unable to keep the appointment with you, we will contact you as soon as possible as well.

Sincerely,

Mollie Duncan
Customer Relations and Services
Representative

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

[REDACTED] 7/18/2005 12:00:00 AM
To: OComments@bmwusa.com
Subject: steering [1-286881846]

I have called vista 4 times for an appointment. they told me they were unable to schedule one until they contacted BMW for more information. My last 3 calls have gone unreturned. I'm unsure what to do next except contact a lawyer. This car is unsafe to drive in the heat.
Robert Silverman

--- OComments@bmwusa.com wrote:

> Dear Mr. [REDACTED]
>
> Thank you for contacting BMW of North America, LLC regarding your
> 2003 BMW Z4. That is a great model vehicle and we are sorry to hear
> of your concerns.
>
> Our records reflect that you have worked with Karla in our office
> regarding this issue last week. Karla has advised you to schedule an
> appointment for a BMW engineer to review your concerns at your
> authorized BMW center and we would stand behind that recommendation.
> The service manager at shop foreman at your BMW center have access to
> BMW engineers who can assist in any necessary repairs either remotely
> by being in contact with your BMW center or in person on one of their
> monthly visits to your BMW center.
>
> 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,
> ...

Customer Service Request Detail # 200519400715

	<p>> ... > Mollie Duncan > Customer Relations and Services > Representative > > > > > -----Original Message----- > > [REDACTED] > [REDACTED] 7/18/2005 12:00:00 AM > To: <occomments@bmwusa.com> > Subject: steering > > formid: 1002 > > Comments: This vechile is dangerous to drive in the heat. The > steering > becomes erratic. I've been give the run around for 2years by both > the > dealer a [REDACTED] ervice. > phone: [REDACTED] > AccountNo: > VIN: 4USBT33453L [REDACTED] > > From: [REDACTED] > Subject: steering > > RouteCode1: > RouteCode2: > RouteCode3: > > Section: Owners' Comments > ModelYear: 2003 > MfgNme: BMW > ModelNme: Z4 roadster 2.5i > > firstName [REDACTED] > [REDACTED] > [REDACTED] > [REDACTED] > address2: > address3: > city: Fort Lauderdale > state [REDACTED] > [REDACTED] > [REDACTED] > vms: [REDACTED] > [REDACTED] > Urgency: > Regarding: > NetworkScreenName: ></p>
--	--

Customer Service Request Detail # 200519400715

Activity Status:	Done	Activity Updated:	7/18/2005 04:18PM
Activity Type	Dealer Interaction	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	7/18/2005 04:16PM	Email To:	
Activity Created By:	Duncan, Mollie		
Activity Description:	call from norman, he said a 930 am on thursday the 21st is good with him but joe garcia asked that all things be booked by him, too.		
Note Created: 7/18/2005 04:17PM		Note Created By: Duncan, Mollie	Note Type: Dealer Interaction
he said that joe asked that all issues wanting FSE attention after contacting CR come to him directly so he can know what kind of time to spend on the issue.			
Activity Status:	Done	Activity Updated:	7/18/2005 04:27PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	7/18/2005 04:27PM	Email To:	
Activity Created By:	Duncan, Mollie		
Activity Description:	email to todd kessler, southern market liaison, asking him to forward to joe garcia, FSE		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	7/19/2005 11:27AM
Activity Type	Email - Inbound	Activity Updated By:	Duncan, Mollie
Activity Assigned To:	Duncan, Mollie	Email From:	
Activity Created:	7/18/2005 04:55PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: steering [1-286881846]		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200519400715

Thank you. I'll be there thrus at 9:30am. I will require a
[REDACTED]

--- OComments@bmwusa.com wrote:

> Dear Mr. [REDACTED]

> Thank you for your reply. I have just spoken with the service
> director at Vista BMW, Nick Gambardella. Mr. Gambardella will be out
> of the office this Thursday, but the service manager will be there
> and one of our BMW engineers is scheduled to also make a visit to
> their service department that day.

> At this time, we have tentatively scheduled you for Thursday,
> 7/21/2005, at 9:30 a.m. for our engineer to review your vehicle and
> your concerns. If you would be unable to make this appointment or
> make your vehicle available at that time, please let me know just as
> soon as possible. Our BMW factory engineers are usually at Vista BMW
> only once a month so it would be beneficial to both of us if your
> vehicle was available at the time we have set aside for you right
> now. If for any reason our engineer will not be at the dealership
> this Thursday and unable to keep the appointment with you, we will
> contact you as soon as possible as well.

> Sincerely,

> Mollie Duncan
> Customer Relations and Services
> Representative

> -----Original Message-----

> From: [REDACTED]
> Sent: 7/18/2005 12:00:00 AM
> To: OComments@bmwusa.com
> Subject: steering [1-286881846]

> I have called vista 4 times for an appointment. they told me they
> were
> unable to schedule one until they contacted BMW for more information.

> My last 3 calls have gone unreturned. I'm unsure what to do next
> except contact a lawyer. This car is unsafe to drive in the heat.
> Robert Silverman

> --- OComments@bmwusa.com wrote:

> Dear Mr. [REDACTED]

> Thank you for contacting BMW of North America, LLC regarding your
> 2003 BMW Z4. That is a great model vehicle and we are sorry to
> hear
> of your concerns.

> Our records reflect that you have worked with Karla in our office
> regarding this issue last week. Karla has advised you to schedule
> an
> appointment for a BMW engineer to review your concerns ...

Customer Service Request Detail # 200519400715

... at your
> > authorized BMW center and we would stand behind that
> recommendation.
> > The service manager at shop foreman at your BMW center have access
> to
> > BMW engineers who can assist in any necessary repairs either
> remotely
> > by being in contact with your BMW center or in person on one of
> their
> > monthly visits to your BMW center.
> >
> > 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,
> >
> > Mollie Duncan
> > Customer Relations and Services
> > Representative
> >
> >
> >
> > -----Original Message-----
> >
> > [REDACTED] 7/18/2005 12:00:00 AM
> > To: <ccomments@bmwusa.com>
> > Subject: steering
> >
> > formid: 1002
> >
> > Comments: This vechile is dangerous to drive in the heat. The
> > steering
> > becomes erratic. I've been give the run around for 2years by both
> > the
> > dealer a [REDACTED] ervice.
> > phone: [REDACTED]
> > Account no.: [REDACTED]
> > VIN: 4USBT33453L [REDACTED]
> >
> > From: [REDACTED]
> > Subject: steering
> >
> > RouteCode1:
> > RouteCode2:
> > RouteCode3:
> >
> > Section: Owners' Comments
> > ModelYear: 2003
> > MfgNme: BMW
> > ModelNme: Z4 roadster 2.5i
> >
> > [REDACTED]
> > [REDACTED]
> > [REDACTED]
> > Contact name:
> > ...

Customer Service Request Detail # 200519400715

<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	<pre> ... > > > address1: [REDACTED] > > address2: [REDACTED] > > address3: [REDACTED] > > city: Fort Lauderdale > > state: [REDACTED] [REDACTED] [REDACTED] vins: [REDACTED] [REDACTED] Regarding: > > NetworkScreenName: > > > > > > </pre>
<p>Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Duncan, Mollie Activity Created: 7/19/2005 11:26AM Activity Created By: Duncan, Mollie Activity Description: email from FSE joe garcia</p>	<p>Activity Updated: 7/19/2005 11:28AM Activity Updated By: Duncan, Mollie Email From: Email To:</p>
<p>Note Created: 7/19/2005 11:27AM Note Created By: Duncan, Mollie Note Type: Field Interaction</p>	
<p>From: Jose.Garcia@bmwna.com [mailto:Jose.Garcia@bmwna.com] Sent: Monday, July 18, 2005 7:43 PM To: Todd.Kes Subject: RE: [REDACTED] Vista Motors- wants FSE appt on Th ursdays 7/21</p> <p>There is a fix for this condition available now, the shop foreman must get involved with this and contact technical via PuMA to get instructions on the solution.</p> <p>Please schedule the customer in for the repairs.</p> <p>Thanks</p>	<div style="border: 1px solid black; height: 100px; width: 100%;"></div>
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Duncan, Mollie Activity Created: 7/19/2005 11:27AM Activity Created By: Duncan, Mollie Activity Description: talked to norman, he said he's got it scheduled with alt. transpo. writer advised joe said there's a fix and we need foreman and PUMA</p>	<p>Activity Updated: 7/19/2005 11:27AM Activity Updated By: Duncan, Mollie Email From: Email To:</p>
<p>Note Created: Note Created By: Note Type:</p>	

Customer Service Request Detail # 200519500752

Customer

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

Service Request

Service Request #:	200519500752
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/14/2005 06:45PM
Created By:	Peebles, Karla
Rep Assigned:	Peebles, Karla
Date Assigned:	7/14/2005 06:45PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/14/2005 06:50PM
Close Rep:	Peebles, Karla
Issue Note:	customer had steering issue.

Vehicle

Chassis # (US):	LS51389
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	07/12/05
In Service Date:	06/29/04
Production Date:	04/27/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/14/2005	filed complaint

Attachments

File Name	Comments

Customer Service Request Detail # 200519500752

Activity Status:	Done	Activity Updated:	7/14/2005 06:49PM
Activity Type	Customer Interaction	Activity Updated By:	Peebles, Karla
Activity Assigned To:	Peebles, Karla	Email From:	
Activity Created:	7/14/2005 06:48PM	Email To:	
Activity Created By:	Peebles, Karla		
Activity Description:	customer had steering issue.		
Note Created: 7/14/2005 06:48PM		Note Created By: Peebles, Karla	Note Type: Customer Interaction
customer wanted to document that he is having a steering issue with his vehicle in the hot summer days, he states the steering is very stiff. He just wanted to document his complaint at this point.			

Customer Service Request Detail # 200520100668

Customer

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

Service Request

Service Request #:	200520100668
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	7/20/2005 04:48PM
Created By:	Mazanec, Carrie
Rep Assigned:	Green, Kenneth
Date Assigned:	7/20/2005 04:48PM
Assigned Dealer:	
Identified Dealer:	BMW of Houston North
Date Resolved:	
Resolve Rep:	
Date Closed:	8/8/2005 01:38PM
Close Rep:	Green, Kenneth
Issue Note:	IDD #12362060 - Heat related steering problems

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	06/23/03
In Service Date:	06/23/03
Production Date:	06/03/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3213	STEERING UNIT COMPONENTS - STEERING RACK
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/25/2005	Steering column shipped to dealership and this should correct heat related issue.

Attachments

File Name	Comments

Customer Service Request Detail # 200520100668

Activity Status:	Done	Activity Updated:	7/20/2005 04:51PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/20/2005 04:49PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD #12362060 - Heat related steering problems		
Note Created: 7/20/2005 04:49PM		Note Created By: Mazanec, Carrie	
Note Type: General			
<p>http://bimmer.roadfly.com/bmw/forums/e85/6827845-1.html Author: cmd512 on 2005-07-15 at 20:36:37 (posted from: Host: cpe-70-112-1-5.austin.res.rr.com IP: 70.112.1.5)</p> <p>Subject: BMW NA: Why are you not contacting my dealer!?!? (118 views)</p> <p>Message: Call BMW of Austin in Austin, Texas and ask for service advisor Kevin. Then ask about his "Z4 client with the awful steering issue." He'll know it's me... because I've been harassing him about it FOREVER.</p> <p>Me and Dave have been on this issue like glue since it started coming to light over a year ago. I am shocked my dealer and I were not contacted!!!!</p> <p>GET ON THIS, BMW NA.</p>			
Activity Status:	Done	Activity Updated:	7/20/2005 04:52PM
Activity Type	Dealer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/20/2005 04:49PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Spoke with Kevin Kaylakie, SA at BMW of Austin on 7/19		
Note Created: 7/20/2005 04:50PM		Note Created By: Mazanec, Carrie	
Note Type: Dealer Interaction			
<p>Kevin advised that this customer has had this ongoing issue with the steering. Also advised that customer has moved to Houston so he isn't sure which center the customer will be using from here on out. Best # to contact cust 512-797-4962 cell or email the customer eternalvisage@yahoo.com</p>			
Activity Status:	Done	Activity Updated:	7/20/2005 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/20/2005 04:51PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Spoke to customer on 7/19		
Note Created: 7/20/2005 04:52PM		Note Created By: Mazanec, Carrie	
Note Type: Customer Interaction			
<p>I asked customer where he would prefer repair to take place if we were able to send parts out this week. He said he couldn't make it to Austin, so he'd like to go to BMW of Houston North. He expressed concern that he had never been to this center and I advised that our rep would call the Service Manager that parts will be coming in for this customer.</p>			

Customer Service Request Detail # 200520100668

Activity Status:	Done	Activity Updated:	7/20/2005 04:54PM
Activity Type	Corporate Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/20/2005 04:54PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Barbara asked Frank Gallacher to send parts to BMW of Houston North		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/20/2005 04:56PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/20/2005 04:54PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	SEE NOTES		

Note Created: 7/20/2005 04:55PM	Note Created By: Mazanec, Carrie	Note Type: General
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Please call Service Manager at BMW of Houston North to notify him that new steering rack is on its way for this customer. Also, please assist customer in getting appointment as soon as possible.	
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Activity Status:	Done	Activity Updated:	7/21/2005 08:42AM
Activity Type	General	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	7/20/2005 04:56PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/21/2005 10:27AM
Activity Type	Corporate Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	7/21/2005 10:27AM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Trying to find out from Fran Gaalacher, ENG. to which BMW store he shipped steering column. Left note for him to call me.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/25/2005 01:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	7/25/2005 01:25PM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Dealership receives steering column.		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200520100668

Activity Status: Done		Activity Updated: 7/25/2005 01:26PM	
Activity Type: Dealer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 7/25/2005 01:26PM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned customer told him dealership will contact him when steering column arrives.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/2/2005 08:31AM	
Activity Type: Dealer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 8/2/2005 08:31AM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned service dept. left vm for David Parker to call me I need to know what happened to steering column.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/2/2005 08:35AM	
Activity Type: Customer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 8/2/2005 08:35AM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned customer told him I am trying to locate his steering column.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/2/2005 02:29PM	
Activity Type: Customer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 8/2/2005 02:29PM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned customer and explained confusion about where repair should be done. Told him I was check on where part is and I will call him back.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/3/2005 08:51AM	
Activity Type: Dealer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 8/3/2005 08:51AM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned Peter Wiles,svc mgr,left vm for him to call me , want to know if he located steering column.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200520100668

Activity Status: Done		Activity Updated: 8/4/2005 02:32PM	
Activity Type: Dealer Interaction		Activity Updated By: Green, Kenneth	
Activity Assigned To: Green, Kenneth		Email From:	
Activity Created: 8/4/2005 02:32PM		Email To:	
Activity Created By: Green, Kenneth			
Activity Description: Phoned Peter Wiles left vm for him to call me and update me regarding this customer.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200521000298

Customer

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

Service Request

Service Request #:	200521000298
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	7/29/2005 11:45AM
Created By:	Mazanec, Carrie
Rep Assigned:	Dolfi, Brandi
Date Assigned:	7/29/2005 11:45AM
Assigned Dealer:	
Identified Dealer:	Bert Ogden BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/16/2005 11:40AM
Close Rep:	Dolfi, Brandi
Issue Note:	IDD - Heat-related steering problem

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	7,000
Sale:	08/09/04
In Service Date:	08/09/04
Production Date:	03/29/04

Code Descriptions

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

Solution Notes

Created	Solution
8/16/2005	Trade assist per market team.

Attachments

File Name	Comments

Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	7/29/2005 12:06PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 11:45AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD - Heat-related steering problem		

Note Created: 7/29/2005 12:05PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
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<p>http://bimmer.roadfly.com/bmw/forums/e85/6869952-1.html Author: Kelly on 2005-07-28 at 16:36:52 (posted from: Host: rrcs-24-153-145-6.sw.biz.rr.com IP: 24.153.145.6)</p> <p>Subject: Heat Related Steering Issue... Again... (65 views) (75 thread views)</p> <p>Message: My '04 Z4 3.0 is at the dealer for repairs -- again. Actually it has been there for a week now... They said they are replacing the steering column. I referred them to the note from Murph indicating that BMW techs are say that it is the steering rack -- but they said they had another Z4 with the same issue and tried the rack first and it did not fix the problem. However, when they changed the steering column, it did fix the problem??? I'm not sure what the deal is, but I do know that I am rapidly losing confidence in my Z4. It has been undrivable while at the dealer for more than 40 days since I got it LESS THAN A YEAR AGO, for a multitude of problems. I love the car WHEN IT WORKS. I have a 2002 X5 currently, and I had a '99 528i before that -- both were/are rock-solid. The Z4 is quite the opposite. I am due for a new car in January, and have already spoken to my dealer about another BMW. At this point, I'm not sure I want another one, which is really too bad for both of us...</p> <p>-- Kelly</p>	
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Activity Status:	Done	Activity Updated:	7/29/2005 12:27PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 12:20PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Called customer		

Note Created: 7/29/2005 12:20PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
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<p>Called customer to find out which center he uses so that we may contact them regarding steering repair. He advised that he uses Bert Ogden and Amador Rivera is his SA. Cust says that his vehicle has been at the center for a week already and there's so much confusion regarding the steering repair that he doesn't think their fix is going to work. He said the vehicle is there for four other concerns: oil light illuminates intermittantly, rattle in the front end, rubber seal for drivers side door fell off and they still never fixed his center console from previous visit (See SR 200510200579).</p> <p>Customer states that he owns other BMWs and will always be a BMW customer, but is very frustrated with this Z4. He states it has been down 45 days in 11 months. He mentioned that the vehicle qualifies for lemon law, but he doesn't want to have to pursue that avenue - he's hoping that BMW will assist him into a different BMW.</p> <p>Cust best contact number [REDACTED] cell</p>	
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Note Created: 7/29/2005 12:27PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
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I advised customer that I would look into steering concern but would be passing information on to another representative who can better assist him.	
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Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	7/29/2005 12:28PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 12:28PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Please see Barbara regarding steering repair		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	7/29/2005 01:59PM
Activity Type	General	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	7/29/2005 12:28PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	7/29/2005 02:02PM
Activity Type	Corporate Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	7/29/2005 01:59PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed BDepaul		

Note Created: 7/29/2005 02:00PM	Note Created By: Dolfi, Brandi	Note Type: Corporate Interaction
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<p>Hi Barbara,</p> <p>Carrie filled me in a bit about this customer/concern. I guess his vehicle is at the dealer now for steering repairs.</p> <p>From what she said, all I need to know is what parts, any special instructions for the dealer. I will call them as soon I as I hear from you.</p> <p>As for the other stuff (45 days down), I will handle with the market team.</p> <p>Let me know,</p> <p>Thanks,</p> <p>brandi</p>	
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Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	7/29/2005 02:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	7/29/2005 02:46PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called dealer Amador-advised him that the parts are coming- he will look for them- he took my name and number if any questions.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/29/2005 03:04PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	7/29/2005 02:51PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called customer to advise-he understands but is seeking a trade assist due to all of the problems.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/29/2005 03:54PM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	7/29/2005 03:04PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed market team		
Note Created: 7/29/2005 03:25PM		Note Created By: Dolfi, Brandi	
		Note Type: Field Interaction	

Customer Service Request Detail # 200521000298

Hello Gentlemen,
 This is a customer we discussed in April of this year. He had an airbag light concern that was repaired. Current concern is heat related steering problem-over 90 degrees- feels loose.
 Customer has complained about the steering concern on the internet and today we have shipped parts to Bert Ogden especially for this car. The bulletin for this will not be released to the dealers for a couple of weeks. These parts are very scarce right now from what I understand.

When I called the customer to tell him this, he reiterated what he said in April. He would like to be traded out of this car. He is interested in getting another BMW- another Z4 or the E90. He also owns currently a 2002 X5 and a 1999 528i.

Back in April- Amador estimates at least 30 days in total. It is over 40 now.

3-4 times for airbag light on.
 Dates: Jan 19-fault cleared, Jan 27- B pillar, Feb 8- front pass. seat belt tensioner, March 22-repairs(airbag light).
 July-current- steering, oil light intermittently on, knocking/loose metal sound over bumps.

He had also mentioned that this car has been problematic from day one, literally. It broke down the first day he owned it.
 But he wants to stick with BMW.

Please let me know if we can offer to replace at this time.

Thanks much,
 brandi

Activity Status:	Done	Activity Updated:	8/1/2005 10:43AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/1/2005 10:42AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	MM		

Note Created: 8/1/2005 10:42AM Note Created By: Dolfi, Brandi Note Type: Field Interaction

You cannot offer the customer anything. We will handle at the Market Team level. I will be at Bert Ogden next Wednesday and will review the entire matter and make a decision as to next steps. Please advise the customer he may reasonably expect an answer next week. Do not tell the customer that I will be at the dealer next week.

JC Goyert
 BMW Market Manager
 james.goyert@bmwna.com
 800-626-2484 / ext. 6388
 936-273-6830 / fax

Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/1/2005 10:51AM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/1/2005 10:43AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called customer to update him- 956-739-2791- customer understands.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/1/2005 10:51AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/1/2005 10:51AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed market team		

Note Created: 8/1/2005 10:54AM	Note Created By: Dolfi, Brandi	Note Type: Field Interaction
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<p>Thank you Jim. I updated the customer. He said if possible, he would like to work with his selling dealer, Autobahn. I advised him that most likely the servicing dealer, Bert Ogden, would be the dealer involved. He understood and will work with either, but wanted me to mention it.</p>	
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Activity Status:	Done	Activity Updated:	8/2/2005 09:07AM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/2/2005 09:07AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	email from customer		

Note Created: 8/2/2005 09:07AM	Note Created By: Dolfi, Brandi	Note Type: Customer Interaction
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Customer Service Request Detail # 200521000298

[REDACTED]
 Kelly Standard [mailto:kstandard@360mgmt.com]
 Sent: Monday, August 01, 2005 5:28 PM
 To: [REDACTED]@na.com
 Cc: [REDACTED]
 Subject: Attn: Brandi Dolfi. Z4 Issues

Ms. Dolfi,

Thank you for your assistance with my ongoing Z4 issues. I have a Log of all of the issues I have had with this car since taking delivery in August 2004. I understand that you have forwarded my case to a Market Manager for review. I believe that the attached Issue Log would help emphasize both the gravity of the problems I have had and my frustration. Please forward this email and attached Log to the individual reviewing my case.

I am also sending a copy to my contact at Autobahn BMW in Ft. Worth, TX -- Brandon Lee.

If you need to reach me, my cell phone number is [REDACTED]

Regards,
 [REDACTED]

Activity Status:	Done	Activity Updated:	8/2/2005 09:13AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/2/2005 09:07AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	forwarded email per customer request		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/4/2005 03:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/4/2005 03:00PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	Ray states part not in yet		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/4/2005 03:00PM
Activity Type	Corporate Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/4/2005 03:00PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	spoke to Frank- he said order # 3133780 was sent		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/4/2005 03:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/4/2005 03:19PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called Ray 956 227 1783- he will check into the part order		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/5/2005 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/5/2005 04:18PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	customer called stating he has not heard anything yet		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/5/2005 04:45PM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/5/2005 04:19PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed MM and AMM		
Note Created: 8/5/2005 04:43PM		Note Created By: Dolfi, Brandi	
		Note Type: Field Interaction	
Hi Jim, Customer Standard called stating he has not heard anything as of yet. Just wanted to see where you are with this one and if I can give him an update.			
Thanks, brandi			

Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/8/2005 08:52AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 08:51AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	MM update		
Note Created: 8/8/2005 08:52AM		Note Created By: Dolfi, Brandi	
		Note Type: Field Interaction	
<p>This is inaccurate. I spoke to the service advisor at Bert Ogden who spoke to the customer at my direction. The customer has agreed to allow us one more attempt to repair. If the repair fails, we will proceed with a trade assist transaction. The service advisor indicates the customer is satisfied with this.</p> <p>JC Goyert BMW Market Manager james.goyert@bmwna.com 800-626-2484 / ext. 6388 936-273-6830 / fax</p>			
Activity Status:	Done	Activity Updated:	8/8/2005 08:59AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 08:52AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed MM and AMM		
Note Created: 8/8/2005 08:53AM		Note Created By: Dolfi, Brandi	
		Note Type: Field Interaction	
<p>Jim, Ok. Sounds great to me. Don't know why he left me that message, maybe it was before the advisor called. Either way.</p> <p>Thanks, brandi</p>			
Activity Status:	Done	Activity Updated:	8/8/2005 02:09PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 02:09PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	customer sent letter via email		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/8/2005 02:15PM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 02:10PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	forwarded letter to MM		

Note Created: 8/8/2005 02:10PM Note Created By: Dolfi, Brandi Note Type: Field Interaction

<p>Jim,</p> <p>I just got this letter from the customer via email (dated today).</p> <p>I think the customer did not tell the service advisor this...this is all he has said to me all along.</p> <p>Thanks for looking into this,</p> <p>brandi</p>	
--	--

Activity Status:	Done	Activity Updated:	8/8/2005 02:17PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 02:15PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed customer		

Note Created: 8/8/2005 02:15PM Note Created By: Dolfi, Brandi Note Type: Customer Interaction

<p>Mr. [REDACTED]</p> <p>I have forwarded your letter on to the Market Manager for review.</p> <p>Thank you for your patience at this time.</p> <p>Sincerely,</p> <p>Brandi Dolfi</p> <p>BMW Customer Relations and Services</p>	
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Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/8/2005 03:41PM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 03:41PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	MM states they will go through with trade- call customer to advise to be patient and wait for dealer to contact about next steps.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	8/8/2005 04:17PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/8/2005 03:54PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called customer- he understands dealer will inform of next steps and that a trade has been approved.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	8/9/2005 01:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/9/2005 01:23PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	Robert called in- from selling dealer		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	8/9/2005 01:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/9/2005 01:24PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called Robert- left message that MM has decided to use servicing dealer- Bert Ogden- for this transaction.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	8/10/2005 10:50AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/10/2005 10:32AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed Market team		
Note Created:	8/10/2005 10:50AM	Note Created By:	Dolfi, Brandi
		Note Type:	Field Interaction

Customer Service Request Detail # 200521000298

<p>Gent FYI: [REDACTED] (SM of selling dealer- Autobahn) called yesterday stating he wants to have the customer, states customer has called him. I advised him, per your instructions, Bert Ogden (servicing dealer) was selected to be used for this trade.</p> <p>Just wanted to let you know.</p> <p>-brandi</p>			
Activity Status:	Done	Activity Updated:	8/11/2005 08:56AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/11/2005 08:55AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	MM		
Note Created: 8/11/2005 08:56AM		Note Created By: Dolfi, Brandi	
		Note Type: Field Interaction	
<p>Brandi,</p> <p>If the customer wants to go to Autobahn, and Autobahn is willing, please let them do the transaction. Please let the customer know this and then send me a confirming email that the customer will, in fact, go to Autobahn. I will send the service file to Autobahn via one of our Field Service Engineers (Mark Brownlee) who is attending a meeting with me today.</p> <p>Thanks,</p> <p>JC Goyert</p> <p>BMW Market Manager</p> <p>james.goyert@bmwna.com</p> <p>800-626-2484 / ext. 6388</p> <p>936-273-6830 / fax</p>			
Activity Status:	Done	Activity Updated:	8/11/2005 10:19AM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/11/2005 08:56AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called customer he said selling dealer did offer but they are 600 miles away- he prefers Bert Ogden		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200521000298

Activity Status:	Done	Activity Updated:	8/11/2005 10:22AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/11/2005 10:19AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed market team		
Note Created: 8/11/2005 10:22AM		Note Created By: Dolfi, Brandi	Note Type: Field Interaction
<p>Hi Jim, I called Mr. Standard. He said that his selling dealer did tell him that they would be happy to do this for him. He said that he would, but they are 600 miles away so he prefers to work with Bert Ogden.</p> <p>He said he met with the sales manager or general manger at Bert Ogden yesterday and had a good conversation according to the customer.</p> <p>Thanks, -brandi</p>			
Activity Status:	Done	Activity Updated:	8/12/2005 08:55AM
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/12/2005 08:55AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	MM wants email from customer stating his final decision on dealer		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	8/12/2005 09:09AM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/12/2005 09:07AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed customer		
Note Created: 8/12/2005 09:07AM		Note Created By: Dolfi, Brandi	Note Type: Customer Interaction
<p>Mr. [REDACTED] please send me an email confirming that you do indeed want to work through Bert Ogden BMW? Once the market team has this information we can proceed.</p> <p>Thank you, Brandi</p>			
Activity Status:	Done	Activity Updated:	8/12/2005 04:12PM
Activity Type	Customer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/12/2005 04:12PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	customer		

Customer Service Request Detail # 200521000298

Note Created: 8/12/2005 04:12PM		Note Created By: Dolfi, Brandi		Note Type: Customer Interaction	
<p>-----</p> <p>[Redacted]</p> <p>Friday, August 12, 2005 4:11 PM To: Brandi.Dolfi@bmwna.com Subject: Re: Bert Ogden</p> <p>Brandi,</p> <p>Yes, I would like to work through Bert Ogden BMW. I have already spoken to Mr. Mallett at the dealership here, so he is aware of the situation.</p> <p>[Redacted]</p>					
Activity Status:	Done	Activity Updated:	8/12/2005 04:12PM		
Activity Type	Field Interaction	Activity Updated By:	Dolfi, Brandi		
Activity Assigned To:	Dolfi, Brandi	Email From:			
Activity Created:	8/12/2005 04:12PM	Email To:			
Activity Created By:	Dolfi, Brandi				
Activity Description:	forwarded email to MM as requested				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200521000551

Customer

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

Service Request

Service Request #:	200521000551
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	7/29/2005 03:17PM
Created By:	Mazanec, Carrie
Rep Assigned:	Mazanec, Carrie
Date Assigned:	7/29/2005 03:17PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/29/2005 03:26PM
Close Rep:	Mazanec, Carrie
Issue Note:	IDD - Heat-related steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	12/16/06
In Service Date:	06/14/04
Production Date:	10/14/03

Code Descriptions

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

Solution Notes

Created	Solution
7/29/2005	sent cust email confirming parts will be sent

Attachments

File Name	Comments

Customer Service Request Detail # 200521000551

Activity Status:	Done	Activity Updated:	7/29/2005 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 03:21PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD - Heat-related steering		

Note Created: 7/29/2005 03:22PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

<http://bimmer.roadfly.com/bmw/forums/e85/6873121-1.html>
 Author: Ronsz4 on 2005-07-29 at 14:44:35 (posted from: Host: ls02577.arl.army.mil IP: 158.12.58.46)

Subject: Re: Heat Related Steering Issue... Again... (7 views)

Message: I spoke with my dealer on Monday the 25th and threatened to lemon my car if I did not get a quick response on the steering issue. I have been waiting over a year for the fix and the problem has been much worse this year in Washington, DC. I received an email the next day saying that a new EPS was being shipped for installation in my car. I will let you know what happens. Hopefully, it is not just a delaying tactic.

Activity Status:	Done	Activity Updated:	7/29/2005 03:23PM
Activity Type	Corporate Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 03:22PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Barbara confirmed with Frank Gallacher that center contacted them for new parts. Parts will be shipped.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/29/2005 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	7/29/2005 03:23PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	sent customer email		

Note Created: 7/29/2005 03:23PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

From: Customer Relations
 Sen: 2005 3:24 PM
 To: [REDACTED]
 Sub: [REDACTED] rg post "Re: Heat Related Steering Issue... Again..."

Mr. Wellman,

I'm with BMW of North America, LLC. I read your post regarding the steering issue in your Z4. The purpose of this email is to confirm that our Engineering Department has been contacted by your center and they will be sending over the new EPS unit. If you have any questions or concerns, please call 800-831-1117 and mention Reference #200521000551.

Carrie Macerone
 BMW NA Customer Relations and Services

Customer Service Request Detail # 200521300286

Customer

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

Service Request

Service Request #:	200521300286
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	8/1/2005 11:27AM
Created By:	Mazanec, Carrie
Rep Assigned:	Green, Kenneth
Date Assigned:	8/1/2005 11:27AM
Assigned Dealer:	
Identified Dealer:	Southpointe BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/2/2005 03:56PM
Close Rep:	Green, Kenneth
Issue Note:	IDD - Customer experiencing heat-related steering problems

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 3.0
Mileage:	
Sale:	02/19/03
In Service Date:	02/19/03
Production Date:	02/12/03

Code Descriptions

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

Solution Notes

Created	Solution
8/1/2005	Phoned customer and service department informing them that steering column was being shipped to resolve issue.

Attachments

File Name	Comments

Customer Service Request Detail # 200521300286

Activity Status:	Done	Activity Updated:	8/1/2005 11:28AM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 11:27AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD - Customer experiencing heat-related steering problems		
Note Created: 8/1/2005 11:27AM		Note Created By: Mazanec, Carrie	
Note Type: Customer Interaction			
http://bimmer.roadfly.com/bmw/forums/e85/6827943-1.html Author: BombayDuk on 2005-07-15 at 21:10:52 (posted from: Host: 109-59.26-24.tampabay.res.rr.com IP: 24.26.59.109)			
Subject: Actually, I brought up this subject 2 years ago (104 views)			
Message: And still waiting for the solution.			
Activity Status:	Done	Activity Updated:	8/1/2005 11:28AM
Activity Type	Engineering Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 11:28AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Frank Gallacher having parts sent to Southpoint Motors		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/1/2005 01:24PM
Activity Type	General	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	8/1/2005 11:28AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/1/2005 11:30AM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 11:29AM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	See notes		
Note Created: 8/1/2005 11:29AM		Note Created By: Mazanec, Carrie	
Note Type: General			
Please contact center and customer to advise that parts are being sent to fix steering issue.			

Customer Service Request Detail # 200521300286

Activity Status:	Done	Activity Updated:	8/1/2005 01:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	8/1/2005 01:30PM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Phoned Dean Buck, Svc mgr, and gave him info about steering column being shipped. Said he would contact cust once he got it.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/1/2005 01:37PM
Activity Type	Customer Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	8/1/2005 01:37PM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Phoned customer left vm for him to call me. Called both numbers I have for customer and left vm at both numbers.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/2/2005 03:56PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/2/2005 03:56PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	customer posted		

Note Created: 8/2/2005 03:56PM	Note Created By: Mazanec, Carrie	Note Type: Customer Interaction
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<p>http://bimmer.roadfly.com/bmw/forums/e85/6881617-1.html Author: BombayDuk on 2005-08-01 at 22:54:20 (posted from: Host: 24161232hfc213.tampabay.res.rr.com IP: 24.161.232.213)</p> <p>Subject: My dealership had a rack with my vin# (46 views)</p> <p>Message: sent to them over a month ago and they were at a loss as to why since they had not ordered it. I went in today for oil change and minor stuff (like the radio making the CD clicking noise), and they asked me how I had ordered it to be delivered to them. I was at a loss to explain it, unless they got my vin # from the NTHSA board. Anyway, they found it had been damaged, so they ordered another, but acknowledged that it was the "fix" and they had others complain of the same problem.</p>	
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Customer Service Request Detail # 200521300517

Customer

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

Service Request

Service Request #:	200521300517
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	8/1/2005 01:33PM
Created By:	Mazanec, Carrie
Rep Assigned:	McDonald, Nancy
Date Assigned:	8/1/2005 01:33PM
Assigned Dealer:	
Identified Dealer:	Rallye BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/2/2005 03:54PM
Close Rep:	McDonald, Nancy
Issue Note:	IDD #12409979 - Heat-related steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 3.0
Mileage:	
Sale:	07/30/03
In Service Date:	07/30/03
Production Date:	06/09/03

Code Descriptions

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

Solution Notes

Created	Solution
8/1/2005	customer to contact center for appointment for installing of new part

Attachments

File Name	Comments

Customer Service Request Detail # 200521300517

Activity Status:	Done	Activity Updated:	8/1/2005 01:35PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 01:34PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD #12409979 - Heat-related steering issue		
Note Created: 8/1/2005 01:34PM		Note Created By: Mazanec, Carrie	
Note Type: Customer Interaction			
http://bimmer.roadfly.com/bmw/forums/e85/6860137-1.html A [REDACTED] 7-26 at 07:18:00 (posted from: Host: [REDACTED] IP: 64.12.116.202)			
Subject: Re: SURVEY: Production date,cars w/steering/heat i (47 views)			
Message: May 03 build date. Have steering issue when very hot as well Dan Long Island N.Y. 3.0 Black Sapphire,Black Leather,SMG,Nav,Xenons, and all else but extended leather			
Activity Status:	Done	Activity Updated:	8/1/2005 01:34PM
Activity Type	Engineering Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 01:34PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Frank Gallacher to send parts to Rallye Motors		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/1/2005 01:36PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/1/2005 01:35PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	See Notes		
Note Created: 8/1/2005 01:35PM		Note Created By: Mazanec, Carrie	
Note Type: General			
Please contact the center and the customer to advise that parts on their way for fix.			
Activity Status:	Done	Activity Updated:	8/1/2005 04:31PM
Activity Type	General	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/1/2005 01:36PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200521300517

Activity Status:	Done	Activity Updated:	8/1/2005 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/1/2005 04:31PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	left message for customer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/1/2005 04:37PM
Activity Type	Customer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/1/2005 04:37PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	customer to contact center to make an appointment		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/2/2005 09:32AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/2/2005 09:29AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Barbara		
Note Created: 8/2/2005 09:30AM		Note Created By: McDonald, Nancy	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200521300517

Hi Nancy,

I just checked that this Z4 steering issue was assigned to you. I've been tracking these cases, because this issue is not yet know by the centers (no updated SIB yet.)

I read in your notes that you contacted the customer, but not the center. It's really important to make the center aware of the situation. The center does not know that they will be receiving a part for this vehicle, nor they know that there is a fix for this problem.

If you haven't done so yet, please contact also the center (SM) and make him aware that there is a fix for this temperature related steering problem (Z4), that he will be receiving the improved part to fix it, and that there is still a limited number of parts in stock (only for hot cases), reason why, the SIB has not yet been updated.

If the customer contacts the center before we do, there could be some misunderstanding. Customers are not supposed to learn about fixes before centers do.

Thanks for your help!

Barbara

Activity Status:	Done	Activity Updated:	8/2/2005 09:32AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/2/2005 09:31AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to Barbara		

Note Created: 8/2/2005 09:32AM Note Created By: McDonald, Nancy Note Type: Corporate Interaction

Hi Barbara

Normally I would call the center, however since Carrie put in that Frank was sending the parts to the center it looked like they already had been contacted. It was very confusing why Frank would send parts to a center without him or us contacting them first? I'm sorry for the misunderstanding I will call the center now.

Nancy McDonald
BMW NA Customer Relations
201-263-8225

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

Customer Service Request Detail # 200521300517

Activity Status:	Done	Activity Updated:	8/2/2005 09:34AM
Activity Type	Dealer Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	8/2/2005 09:34AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	Larry Powell SM advd engineering send parts for fix and customer will be calling for appointment		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/2/2005 03:53PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/2/2005 03:53PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	customer posted		
Note Created: 8/2/2005 03:53PM		Note Created By: Mazanec, Carrie	
		Note Type: Customer Interaction	
<p>http://bimmer.roadfly.com/bmw/forums/e85/6881202-1.html Author: DGDDS91 on 2005-08-01 at 20:42:21 (posted from: Host: cache-rtc-ad08.proxy.aol.com IP: 152.163.100.202)</p> <p>Subject: Steering issue (60 views) (80 thread views)</p> <p>Message: I got a call today from BMWNA and the woman, who was very nice, stated that I should call my dealer because there is a fix for the heat related steering problem. The parts are being sent to the dealers and appointments can be made accordingly. Good news to all affected! Hope this info helps all. Dan Dan Long Island N.Y. 3.0 Black Sapphire,Black Leather,SMG,Nav,Xenons, and all else but extended leather</p>			

Customer Service Request Detail # 200521400575

Customer

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

Service Request

Service Request #:	200521400575
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	8/2/2005 02:24PM
Created By:	Mazanec, Carrie
Rep Assigned:	Szablowski, Dorothy
Date Assigned:	8/2/2005 02:24PM
Assigned Dealer:	
Identified Dealer:	Fields BMW - Lakeland
Date Resolved:	
Resolve Rep:	
Date Closed:	8/23/2005 09:20AM
Close Rep:	Szablowski, Dorothy
Issue Note:	IDD #12414088 - Heat-related steering problems

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	16,000
Sale:	01/22/07
In Service Date:	03/27/04
Production Date:	02/11/04

Code Descriptions

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

Solution Notes

Created	Solution
8/11/2005	Joeneal Cadiz, has recieved the Steering Unit Coponents @ Fields BMW parts dept. and has arranged and appointment to have work done August 22nd.

Attachments

File Name	Comments

Customer Service Request Detail # 200521400575

Activity Status:	Done	Activity Updated:	8/13/2005 07:46AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/2/2005 02:25PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD #12414088 - Heat-related steering problems		

Note Created: 8/2/2005 02:25PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

<http://bimmer.roadfly.com/bmw/forums/e85/6867129-1.html>
 Autho 21:55 (posted from: Host:
 user [REDACTED] IP: 24.144.66.30)

Subject: 3/04 Everytime car is parked in 95+ for hour + (49 views)

Message: Steering issue happens everytime my car is parked in the sun in 95+ degree weather for more than an hour or so.

Very alarming when your driving on the interstate or highway with the steering acting so wierd...

Ryan
 Tampa, FL

Activity Status:	Done	Activity Updated:	8/13/2005 07:46AM
Activity Type	Engineering Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/2/2005 02:26PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	Frank Gallacher to send parts to Fields (Lakeland) for steering repair		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	8/13/2005 07:46AM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/2/2005 02:26PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	See Notes		

Note Created: 8/2/2005 02:26PM Note Created By: Mazanec, Carrie Note Type: General

Please contact center to advise that parts are being sent specifically for this customer. Please also call customer and advise that the center is awaiting these parts. Be sure customer and center schedule appointment for repair once parts are in.

Activity Status:	Done	Activity Updated:	8/13/2005 07:46AM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Szablowski, Dorothy	Email From:	
Activity Created:	8/2/2005 02:27PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		

Customer Service Request Detail # 200521400575

Note Created:		Note Created By:		Note Type:	
Activity Status: Done		Activity Updated: 8/13/2005 07:46AM			
Activity Type: Engineering Interaction		Activity Updated By: DupCustRemoval, fm			
Activity Assigned To: Mazanec, Carrie		Email From:			
Activity Created: 8/3/2005 03:30PM		Email To:			
Activity Created By: Mazanec, Carrie					
Activity Description: see notes					
Note Created: 8/3/2005 03:30PM		Note Created By: Mazanec, Carrie		Note Type: Engineering Interaction	
<p>From: Petsch, Thomas V4-US-A-20 Sent: Wednesday, August 03, 2005 1:37 PM To: V4-US-A-55 Cc: V4-US-A-20; Macerone, Carrie Subject: RE: Brand Pulse message 12414088 - Z4 EPS</p> <p>Vin number LS50319 order number is 3138282, and was sent out today.</p> <p>Thanks</p> <p>Tom P.</p>					
Activity Status: Done		Activity Updated: 8/13/2005 07:46AM			
Activity Type: Dealer Interaction		Activity Updated By: DupCustRemoval, fm			
Activity Assigned To: Szablowski, Dorothy		Email From:			
Activity Created: 8/4/2005 01:26PM		Email To:			
Activity Created By: Szablowski, Dorothy					
Activity Description: LM for SM Joeneal, to call back.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done		Activity Updated: 8/13/2005 07:46AM			
Activity Type: Customer Interaction		Activity Updated By: DupCustRemoval, fm			
Activity Assigned To: Szablowski, Dorothy		Email From:			
Activity Created: 8/4/2005 01:33PM		Email To:			
Activity Created By: Szablowski, Dorothy					
Activity Description: Called # listed on SR. Not a valid #.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done		Activity Updated: 8/13/2005 07:46AM			
Activity Type: Customer Interaction		Activity Updated By: DupCustRemoval, fm			
Activity Assigned To: Szablowski, Dorothy		Email From:			
Activity Created: 8/4/2005 01:42PM		Email To:			
Activity Created By: Szablowski, Dorothy					
Activity Description: LM @ work to call back					

Customer Service Request Detail # 200521400575

Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Szablowski, Dorothy Activity Created: 8/4/2005 04:01PM Activity Created By: Szablowski, Dorothy Activity Description: Joeneal, SM, will be contacting cust when parts come in to repair steering issue.</p>					
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Szablowski, Dorothy Activity Created: 8/4/2005 04:08PM Activity Created By: Szablowski, Dorothy Activity Description: LM on cell, that SM will be contacting him to arrange an appt. upon recieval of parts from BMW.</p>					
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: General Activity Assigned To: Szablowski, Dorothy Activity Created: 8/5/2005 04:30PM Activity Created By: Szablowski, Dorothy Activity Description: Follow up on 8/8/05</p>					
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Szablowski, Dorothy Activity Created: 8/5/2005 04:34PM Activity Created By: Szablowski, Dorothy Activity Description: Cust. excited that we are willing to help and as soon as we get a phone call from SM, Joeneal, an appt. will be made.</p>					
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: General Activity Assigned To: Szablowski, Dorothy Activity Created: 8/8/2005 03:10PM Activity Created By: Szablowski, Dorothy Activity Description: Waiting for part to arrive at dealership and SM to call and arrange an appt.</p>					

Customer Service Request Detail # 200521400575

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 8/13/2005 07:46AM			
Activity Assigned To: Szablowski, Dorothy		Activity Updated By: DupCustRemoval, fm			
Activity Created: 8/10/2005 03:19PM		Email From:			
Activity Created By: Szablowski, Dorothy		Email To:			
Activity Description: David Swriter @ Fields stts that part is in and will contact customer right now to arrange an appt.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/13/2005 07:46AM			
Activity Assigned To: Szablowski, Dorothy		Activity Updated By: DupCustRemoval, fm			
Activity Created: 8/10/2005 04:44PM		Email From:			
Activity Created By: Szablowski, Dorothy		Email To:			
Activity Description: LM to follow up on poss. appt made informing that part is in and should be expecting a call from dealership.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/13/2005 07:46AM			
Activity Assigned To: Szablowski, Dorothy		Activity Updated By: DupCustRemoval, fm			
Activity Created: 8/11/2005 01:05PM		Email From:			
Activity Created By: Szablowski, Dorothy		Email To:			
Activity Description: Cust made appt for August 22nd w/ Fields BMW.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/23/2005 09:19AM			
Activity Assigned To: Szablowski, Dorothy		Activity Updated By: Szablowski, Dorothy			
Activity Created: 8/23/2005 09:19AM		Email From:			
Activity Created By: Szablowski, Dorothy		Email To:			
Activity Description: LM Following up to see how appt went.					
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200521700401

Customer

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

Service Request

Service Request #:	200521700401
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/5/2005 12:28PM
Created By:	DiMaria, Melissa
Rep Assigned:	DiMaria, Melissa
Date Assigned:	8/5/2005 12:28PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/5/2005 12:30PM
Close Rep:	DiMaria, Melissa
Issue Note:	Other

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/21/05
In Service Date:	05/21/05
Production Date:	02/23/05

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/5/2005	see email.

Attachments

File Name	Comments

Customer Service Request Detail # 200521700401

Activity Status:	Done	Activity Updated:	4/13/2008 11:57AM
Activity Type	Email - Inbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	DiMaria, Melissa	Email From:	stephenmangum@yahoo.com
Activity Created:	8/5/2005 07:27AM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT33535L [REDACTED] ModelYear: 2005 MfgNm: BMW ModelNm: Z4 roadster 2.5i</p> <p>ContactBy: Em [REDACTED] ContactPhone: [REDACTED] Contact email: [REDACTED] Comment: [REDACTED] th the steering on my Z4. I live in Florida and as the weather has gotten very hot and humid, the steering does not respond well at all. The best description is that it feels sticky. I try to turn the car and it seems to resist, then it finally accepts he input but it is usually too much and has too be corrected. This is a very unsafe condition. I did some research on this problem and was told by a driver with the same problem that BMW now has a fix that includes replacing the steering rack. I would like to verify that this is true before I go to my dealer to have this problem fixed. CustomerNo: 1838038 AccountId: [REDACTED] [REDACTED]</p> <p>Vins: 4USBT33535L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	4/13/2008 11:57AM
Activity Type	Email - Outbound	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	DiMaria, Melissa	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/5/2005 12:29PM	Email To:	[REDACTED]
Activity Created By:	DiMaria, Melissa		
Activity Description:	RE: Other [1-293371647]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200521700401

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2005 Z4. I was sorry to read of the concerns you have with your vehicle's steering.

We do not have the ability to advise you in a technical matter via e-mail. I suggest contacting the service team at your authorized BMW center directly, so they can review your concerns in person and provide technical support.

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,

Melissa DiMaria
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 8/5/2005 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: Other

VIN: 4USBT33535L [REDACTED]
ModelYear: 2005
MfgNm: BMW
ModelNm: Z4 roadster 2.5i

[REDACTED]

Comments: I am having problems with the steering on my Z4. I live in Florida and as the weather has gotten very hot and humid, the steering does not respond well at all. The best description is that it feels sticky. I try to turn the car and it seems to resist, then it finally accepts the input but it is usually too much and has to be corrected. This is a very unsafe condition. I did some research on this problem and was told by a driver with the same problem that BMW now has a fix that includes replacing the steering rack. I would like to verify that this is true before I go to my dealer to have this problem fixed.

CustomerNo: 1838038
AccountId: [REDACTED]

FormId: 1001
Vins: 4USBT33535L [REDACTED]

Customer Service Request Detail # 200522900752

Customer

Name:	Mr [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	Unit 802
City/State/Zip:	South San Francisco, CA [REDACTED]

Service Request

Service Request #:	200522900752
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	8/17/2005 12:36PM
Created By:	Mazanec, Carrie
Rep Assigned:	Hanson, Jay
Date Assigned:	8/17/2005 12:36PM
Assigned Dealer:	
Identified Dealer:	Stevens Creek BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	9/30/2005 12:44PM
Close Rep:	Hanson, Jay
Issue Note:	IDD - Heat-related steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	11/07/03
In Service Date:	11/07/03
Production Date:	09/08/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/30/2005	Appointment to repair steering rack confirmed with service manager

Attachments

File Name	Comments

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	8/17/2005 12:37PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:37PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD - Heat-related steering issue		

Note Created: 8/17/2005 12:37PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

<http://bimmer.roadfly.com/bmw/forums/e85/6860067-3.html>
Author: nimatoad on 2005-07-26 at 03:49:00 (posted from: Host: 64-121-88-170.c3-0.sfo-ubr1.sfrn-sfo.ca.cable.rcn.com IP: 64.121.88.170)
Subject: 9/03, have the problem daily

Activity Status:	Done	Activity Updated:	8/17/2005 12:38PM
Activity Type	Corporate Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:37PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	see notes		

Note Created: 8/17/2005 12:38PM Note Created By: Mazanec, Carrie Note Type: Corporate Interaction

From: Petsch, Thomas V4-US-A-20
Sent: Friday, August 12, 2005 12:09 PM
To: DePaul, Barbara V4-US-A-55
Subject: RE: Z4 steering: VIN LU02316 and LT24618

Hi Barbara,
The order numbers for the two vehicles are (LU02316) 3166569 and for (LT24316) 3166570.
Thanks

From: DePaul, Barbara V4-US-A-55
Sent: Thursday, August 11, 2005 3:50 PM
To: Petsch, Thomas V4-US-A-20
Cc: Macerone, Carrie
Subject: Z4 steering: VIN L [REDACTED] and L [REDACTED]

Hi Tom,

I got two more customer complaints about the Z4 steering over 90°F.

Do we still have parts for these 2 VIN#s?

Jon Thompson, VIN L [REDACTED] Can we assist in getting parts sent to Leith BMW?

Nima Parivar, VIN L [REDACTED] Can we assist in getting parts sent to Stevens Creek BMW?

Thanks for the help.

Barbara

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	8/17/2005 12:39PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:38PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	see notes		
Note Created: 8/17/2005 12:39PM		Note Created By: Mazanec, Carrie	
Note Type: General			
Please contact BOTH the center and the customer to advise that parts are being sent to the center to address customer issue of heat-related steering problems.			
Activity Status:	Done	Activity Updated:	8/17/2005 03:14PM
Activity Type	General	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/17/2005 12:39PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/17/2005 03:14PM
Activity Type	Engineering Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/17/2005 03:14PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Asked B. DePaul to clarify what the next step is		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/17/2005 04:17PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/17/2005 04:17PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for svc mgr to return writer's call		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/18/2005 02:34PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/18/2005 02:34PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Svc mgr left vm for writer to return his call		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	8/18/2005 02:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/18/2005 02:36PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left message with reception for svc mgr to return writer's call		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	8/18/2005 02:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/18/2005 02:42PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Let svc mgr know part is on its way...svc mgr will contact cust when part arrives		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	8/18/2005 02:46PM
Activity Type	Customer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/18/2005 02:46PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Let cust know part was on its way and svc mgr would contact to make arrangements for repair		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	8/24/2005 11:53AM
Activity Type	Customer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/24/2005 11:53AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Spoke with cust per Barbara DePaul re: some misinformation posted on internet		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	8/24/2005 03:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/24/2005 03:22PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for svc mgr re: status		
Note Created:		Note Created By:	

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	8/26/2005 03:03PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/26/2005 03:03PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for parts manager re: status of order		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/29/2005 11:33AM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/29/2005 11:33AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for svc mgr		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/29/2005 12:03PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/29/2005 12:03PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Parts mgr not aware of anything coming in - will check shipping/receiving and call back		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/29/2005 12:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/29/2005 12:13PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Parts mgr stated nothing had arrived yet		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/31/2005 01:36PM
Activity Type	Corporate Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/31/2005 01:35PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Rec e-mail forwarded by B. DePaul re: status of part		
Note Created: 8/31/2005 01:35PM		Note Created By: Hanson, Jay	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200522900752

From: Petsch, Thomas V4-US-A-20
 Sent: August 30, 2005 2:07 PM
 To: [REDACTED] V4-US-A-55
 Subject: Z4 steering rack - (LT24316) - LT24618

Hi Barbara,

I just got off the phone with Barry and he said that the unit was delivered on the 17 of August, it was check in by a J Salas.

When I get the info e-mailed to me I will forward it to you.

Thanks
 Tom

Activity Status:	Done	Activity Updated:	8/31/2005 01:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/31/2005 01:36PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Advised parts mgr part should be there - pls check and call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	8/31/2005 01:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/31/2005 01:42PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Parts mgr stated part did arrive, but was damaged		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	8/31/2005 01:43PM
Activity Type	Corporate Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/31/2005 01:43PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Advised B. DePaul part was damaged; BD stated she would report damaged part and start process for replacement part to be shipped		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	8/31/2005 02:28PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/31/2005 02:28PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	customer posted		

Note Created: 8/31/2005 02:28PM

Note Created By: Mazanec, Carrie

Note Type: Customer Interaction

<http://bimmer.roadfly.com/bmw/forums/e85/6973879-1.html>
 Author: nimatoad on 2005-08-31 at 13:18:43 (posted from: Host: a17-205-13-233.apple.com IP: 17.205.13.233)

Subject: First a door, now hood also opening spontaneously? (15 views) (15 thread views)

Message: Anyone else ever have this happen??? I was cruising down the freeway on the way to work, when all of a sudden i heard a POP and the hood popped up. Fortunately, it was held down by the safety catch, but it was still quite disconcerting. I haven't opened my hood since the last oil change, so I know it's not anything I did.

I've also had my drivers side door pop open a couple of times, also on the freeway (once when swerving, another when changing lanes). I reported that issue to my dealer probably a year ago, but they just shrugged it off.

Since I'm already whining, here is my current list of issues to be resolved:
 - Steering problem (it's been 13 days since my new column was due to arrive 'soon')
 - hood & door opening spontaneously (??)
 - knocking & rattling when driving with top down
 - Loud creaking sound coming from the back of the vehicle when entering driveways at angles, or making turns on angled surfaces (happens *much* more in the cold??)
 - Driver's cupholder doesn't stay closed at the 'smaller' settings
 - Broken ashtray door (though I do not expect the dealer to be responsible for it, since I've disassembled that part of the car numerous times)

-Nima

Activity Status:	Done	Activity Updated:	8/31/2005 02:58PM
Activity Type	Customer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	8/31/2005 02:58PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Advised cust of situation with damaged part; stated that writer would contact cust as soon as new ship date was known		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	9/1/2005 12:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/1/2005 12:21PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for parts mgr		

Customer Service Request Detail # 200522900752

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 9/1/2005 02:17PM		Activity Updated By: Hanson, Jay	
Activity Assigned To: Hanson, Jay		Email From:		Email To:	
Activity Created: 9/1/2005 02:17PM		Activity Created By: Hanson, Jay		Activity Description: Parts mgr left vm	
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 9/1/2005 02:18PM		Activity Updated By: Hanson, Jay	
Activity Assigned To: Hanson, Jay		Email From:		Email To:	
Activity Created: 9/1/2005 02:18PM		Activity Created By: Hanson, Jay		Activity Description: Parts mgr stated that claim had been made and the part shipped back 9/1	
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Engineering Interaction		Activity Updated: 9/6/2005 03:07PM		Activity Updated By: Hanson, Jay	
Activity Assigned To: Hanson, Jay		Email From:		Email To:	
Activity Created: 9/6/2005 03:07PM		Activity Created By: Hanson, Jay		Activity Description: Asked BD for update on arrival of new part	
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Engineering Interaction		Activity Updated: 9/7/2005 12:30PM		Activity Updated By: Hanson, Jay	
Activity Assigned To: Hanson, Jay		Email From:		Email To:	
Activity Created: 9/7/2005 12:30PM		Activity Created By: Hanson, Jay		Activity Description: BD states part is on its way to dealer	
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 9/7/2005 02:54PM		Activity Updated By: Hanson, Jay	
Activity Assigned To: Hanson, Jay		Email From:		Email To:	
Activity Created: 9/7/2005 02:54PM		Activity Created By: Hanson, Jay		Activity Description: Advised parts manager that replacement part is on its way	

Customer Service Request Detail # 200522900752

Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Hanson, Jay Activity Created: 9/9/2005 02:22PM Activity Created By: Hanson, Jay Activity Description: Parts mgr stated part arrived damaged; began claim process for replacement part</p>					
Activity Updated: 9/9/2005 02:22PM		Activity Updated By: Hanson, Jay			
Email From:		Email To:			
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: Engineering Interaction Activity Assigned To: Hanson, Jay Activity Created: 9/9/2005 02:23PM Activity Created By: Hanson, Jay Activity Description: Advised BD that part arrived damaged</p>					
Activity Updated: 9/9/2005 02:23PM		Activity Updated By: Hanson, Jay			
Email From:		Email To:			
Note Created:		Note Created By:		Note Type:	
<p>Activity Status: Done Activity Type: General Activity Assigned To: Hanson, Jay Activity Created: 9/13/2005 01:29PM Activity Created By: Hanson, Jay Activity Description: Waiting for new part to arrive at center</p>					
Activity Updated: 9/13/2005 01:31PM		Activity Updated By: Hanson, Jay			
Email From:		Email To:			
Note Created: 9/13/2005 01:31PM		Note Created By: Hanson, Jay		Note Type: General	
<p>From: Goldberg, Barry V4-US-A-36 Sent: Friday, September 09, 2005 3:57 PM To: DePaul, Barbara V4-US-A-55; Gallacher, Frank V4-US-A-20 Cc: Petsch, Thomas V4-US-A-20 Subject: RE: FYI - Z4 EPS unit - delivery</p> <p>Hi everyone,</p> <p>I have shipped our last Z4 steering column to Stevens Creek. I asked the PDC to package it as if it was the family china.</p> <p>It should be there Monday. Let's all keep our digits (your choice) crossed.</p> <p>Barry</p>					

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	9/14/2005 03:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/14/2005 03:11PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Parts mgr called - stated that more racks have arrived, all damaged. Claims have been filed. Waiting for new parts to arrive.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/14/2005 03:12PM
Activity Type	Engineering Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/14/2005 03:12PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Advised BD of situation		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/14/2005 03:14PM
Activity Type	Engineering Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/14/2005 03:13PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	BD sent e-mail to engineering and parts re: damaged EPS units		
Note Created: 9/14/2005 03:14PM	Note Created By: Hanson, Jay	Note Type: Engineering Interaction	

Customer Service Request Detail # 200522900752

From: DePaul, Barbara V4-US-A-55
Sent: Wednesday, September 14, 2005 11:30 AM
To: Goldberg, Barry V4-US-A-36; Sutedjo, Iwan V4-US-A-20
Subject: FW: Damaged - Z4 EPS
Importance: High

Hello Gentlemen,

I'm sorry to convey you the bad news about the Z4 steering unit again. Please read the comments below.

Barry, sorry to bother you again, but could you please help us with this issue?

Thanks in advance!

Barbara

From: Hanson, Jay
Sent: Tuesday, September 13, 2005 2:54 PM
To: DePaul, Barbara V4-US-A-55
Subject: Damaged
Importance: High

Just got a call from the parts manager at Stevens Creek about Nima Parivar's Z4 steering rack. He said that over the last couple of days, he's received THREE racks all marked for Parivar's VIN and ALL THREE WERE DAMAGED! He went on to say that he has contacted Stephanie at claims and sent her pictures. Between the two of them they came to the conclusion that the racks are being damaged prior to arrival at PDC – that is, they're being damaged at the factory. They all seem to be sustaining the same damage: they poke through a box and the bushings on the end are cracked. Russell at Stevens Creek is filing the claims.

I don't know what it's going to take to get a serviceable part to the dealer. Are these things being packaged any differently than a standard rack? Can these bushings be replaced?

Jay L. Hanson
Customer Relations and Services Representative
201.263.8246
Jay.Hanson@bmwna.com

Activity Status:	Done	Activity Updated:	9/15/2005 03:45PM
Activity Type	Engineering Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/15/2005 03:44PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Copied on e-mail from Gene Stuart		

Note Created: 9/15/2005 03:44PM

Note Created By: Hanson, Jay

Note Type: Engineering Interaction

Customer Service Request Detail # 200522900752

From: Stewart, Gene
 Sent: Thursday, September 15, 2005 9:40 AM
 To: DePaul, Barbara V4-US-A-55
 Subject: RE: Damaged - Z4 EPS

Good morning Barbara,

I spoke to Barry yesterday about the EPS unit availability problem. Barry mentioned it to the people in Spartanburg and they will see if there is any way to speed up the ETA on delivery. As of now there are 20 pieces scheduled for delivery 10/7/05.

The delivery damage issue appears to be a manufacturer issue that they are working to resolve.

Gene Stewart
 BMW of North America, LLC
 Tel: (201) 263-8219
 Fax: (201) 930-8484

Activity Status:	Done	Activity Updated:	9/16/2005 02:36PM
Activity Type	General	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/16/2005 02:36PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Waiting for new parts to arrive		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	9/20/2005 11:23AM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/20/2005 11:23AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Parts mgr stated they have a good part and will contact customer about repair appointment		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	9/22/2005 02:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/22/2005 02:21PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for svc mgr		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/23/2005 02:17PM
Activity Type	Customer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/23/2005 02:17PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Gave cust update - someone from svc dept should call no later than Monday or Tuesday		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/26/2005 04:31PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/26/2005 04:31PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Checked with center - no appointment scheduled		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/27/2005 03:49PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/27/2005 03:49PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	E-mailed Scott Fuller for update...also left vm		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/28/2005 11:04AM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/28/2005 11:04AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Svc left vm - need cust phone #		
Note Created:		Note Created By:	

Customer Service Request Detail # 200522900752

Activity Status:	Done	Activity Updated:	9/28/2005 11:05AM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/28/2005 11:05AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm for Scott Fuller w/cust phone and request for update		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/29/2005 10:19AM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/29/2005 10:19AM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Left vm at svc dept re: appointment		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/30/2005 12:43PM
Activity Type	Dealer Interaction	Activity Updated By:	Hanson, Jay
Activity Assigned To:	Hanson, Jay	Email From:	
Activity Created:	9/30/2005 12:43PM	Email To:	
Activity Created By:	Hanson, Jay		
Activity Description:	Called Scott Fuller and confirmed appointment has been made to repair		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200522900775

Customer

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

Service Request

Service Request #:	200522900775
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	8/17/2005 12:43PM
Created By:	Mazanec, Carrie
Rep Assigned:	Dolfi, Brandi
Date Assigned:	8/17/2005 12:43PM
Assigned Dealer:	
Identified Dealer:	Performance BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	9/2/2005 09:57AM
Close Rep:	Dolfi, Brandi
Issue Note:	IDD - Heat-related steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	11/26/02
In Service Date:	11/26/02
Production Date:	11/16/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/2/2005	Customer happy. Vehicle to be repaired by Performance BMW.

Attachments

File Name	Comments

Customer Service Request Detail # 200522900775

Activity Status:	Done	Activity Updated:	8/17/2005 12:44PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:43PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD - Heat-related steering issue		

Note Created: 8/17/2005 12:43PM Note Created By: Mazanec, Carrie Note Type: Customer Interaction

<http://bimmer.roadfly.com/bmw/forums/e85/6860176-3.html>
Author: iamjct on 2005-07-26 at 08:10:10 (Roadfly member #93742; Roadfly Inner Circle member since 2003-12-07)
Subject: 11/02 Consistent problem in 90+ weather

Activity Status:	Done	Activity Updated:	8/17/2005 12:44PM
Activity Type	Corporate Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:44PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	see notes		

Note Created: 8/17/2005 12:44PM Note Created By: Mazanec, Carrie Note Type: Corporate Interaction

From: Petsch, Thomas V4-US-A-20
Sent: Friday, August 12, 2005 12:09 PM
To: DePaul, Barbara V4-US-A-55
Subject: RE: Z4 steering: VIN LU02316 and LT24618

Hi Barbara,
der numbers for the two vehicles are (L [REDACTED] 3166569 and for (L [REDACTED]
0.
Thanks

From: DePaul, Barbara V4-US-A-55
Sent: August 11, 2005 3:50 PM
To: [REDACTED] V4-US-A-20
Cc: [REDACTED] e
Subject: Z4 steering: VIN L [REDACTED] and L [REDACTED]

Hi Tom,

I got two more customer complaints about the Z4 steering over 90°F.

Do we still have parts for these 2 VIN#s?

Jon Thompson, VIN L [REDACTED] Can we assist in getting parts sent to Leith BMW?

Nima Parivar, VIN L [REDACTED] Can we assist in getting parts sent to Stevens Creek BMW?

Thanks for the help.

Barbara

Customer Service Request Detail # 200522900775

Activity Status:	Done	Activity Updated:	8/17/2005 12:45PM
Activity Type	General	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	8/17/2005 12:44PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	see notes		
Note Created: 8/17/2005 12:44PM		Note Created By: Mazanec, Carrie	
Note Type: General			
Please contact BOTH the center and the customer to advise that parts are being sent to the dealer to address heat-related steering concern.			
Activity Status:	Done	Activity Updated:	8/17/2005 04:06PM
Activity Type	General	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/17/2005 12:45PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	reassignment		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/17/2005 04:09PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/17/2005 04:06PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called dealer SM- Kelly Barber- left message for callback.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/18/2005 10:18AM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/18/2005 10:16AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called dealer again- left another message asking for callback.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/23/2005 10:59AM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/23/2005 10:38AM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called Kelly again- left message asking for callback today		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200522900775

Activity Status:	Done	Activity Updated:	8/23/2005 04:45PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/23/2005 04:38PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	Kelly called back 919 876 5432		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/23/2005 04:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/23/2005 04:45PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called dealer- Kelly had gone home- spoke to Kevin, assistant parts manager		
Note Created: 8/23/2005 04:45PM		Note Created By: Dolfi, Brandi	
		Note Type: Dealer Interaction	
Kevin states the dealer did receive this part (steering column) but it is damaged and cannot be used. Advised Kevin I would have engineering recontacted and a new one shipped out. Kevin understands and will talk to Kelly about it. Advised dealer that customer is not yet aware of situation.			
Activity Status:	Done	Activity Updated:	8/23/2005 04:56PM
Activity Type	Corporate Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/23/2005 04:46PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	emailed Barbara		
Note Created: 8/23/2005 04:48PM		Note Created By: Dolfi, Brandi	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200522900775

Hi Barbara-
This one was assigned to me. I found out from the parts department that they did receive the part for this customer, but, the part is damaged and cannot be used. Could we have another sent to Leith for this customer?

Thanks,
Brandi

From: Petsch, Thomas V4-US-A-20
Sent: Friday, August 12, 2005 12:09 PM
To: DePaul, Barbara V4-US-A-5
Subject: RE: Z4 steering: VIN L [REDACTED] and LT24618

Hi Barbara,
The order numbers for the two vehicles are (L [REDACTED] 3166569 and for (L [REDACTED] 3166570.
Thanks

From: DePaul, Barbara V4-US-A-55
Sent: Thursday, August 11, 2005 3:50 PM
To: Petsch, Thomas V4-US-A-20
Cc: Macerone, Carrie
Subject: Z4 steering: VIN L [REDACTED] and L [REDACTED]

Hi Tom,

I got two more customer complaints about the Z4 steering over 90°F.

Do we still have parts for these 2 VIN#s?

Jon Thompson, VIN L [REDACTED] Can we assist in getting parts sent to Leith BMW?

Nima Parivar, VIN L [REDACTED] Can we assist in getting parts sent to Stevens Creek BMW?

Thanks for the help.

Barbara

Activity Status:	Done	Activity Updated:	8/29/2005 12:55PM
Activity Type	Corporate Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/29/2005 12:54PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	new part		

Note Created: 8/29/2005 12:54PM

Note Created By: Dolfi, Brandi

Note Type: Corporate Interaction

Customer Service Request Detail # 200522900775

FYI

From: Petsch, Thomas V4-US-A-20
Sent: Wednesday, August 24, 2005 10:31 AM
To: DePaul, Barbara V4
Subject: RE: Customer [REDACTED] [REDACTED] - Leith BMW - E85 Steering issue

Hi Barbara,

I just got the new order number back from parts, the order number is 3197738 it should be there by tomorrow.

Have a good day,

Tom

From: DePaul, Barbara V4-US-A-55
Sent: Tuesday, August 23, 2005 5:01 PM
To: Petsch, Thomas V4-
Subject: FW: Customer [REDACTED] [REDACTED] - Leith BMW - E85 Steering issue

Hi Tom,

The steering column sent to Leith BMW for VIN# [REDACTED] was damaged on the way. Could you please send out another part for this VIN#? Do you need the center to send back the damaged one, or what should they do with it?

Thanks for your help!

Barbara

Activity Status:	Done	Activity Updated:	8/29/2005 12:57PM
Activity Type:	Dealer Interaction	Activity Updated By:	Dolfi, Brandi
Activity Assigned To:	Dolfi, Brandi	Email From:	
Activity Created:	8/29/2005 12:55PM	Email To:	
Activity Created By:	Dolfi, Brandi		
Activity Description:	called Kelly- left voice mail asking for callback.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200522900775

Activity Status: Done		Activity Updated: 8/30/2005 09:55AM	
Activity Type: Dealer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 8/30/2005 09:53AM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: spoke to Kelly-he states parts are in- writer will call customer			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/30/2005 09:58AM	
Activity Type: Customer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 8/30/2005 09:55AM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: called customer to advise- left message for callback			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/30/2005 04:50PM	
Activity Type: Customer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 8/30/2005 04:50PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: Customer called in- states he wont go back to Leith- he wants to go to Performance- writer will call dealers			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 8/31/2005 04:32PM	
Activity Type: Dealer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 8/31/2005 03:48PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: called Leith to ask for part to be shipped to Performance- left message for Kelly, SM			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/1/2005 12:11PM	
Activity Type: Dealer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/1/2005 12:11PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: Kelly left message stating Performance does have a parts truck that comes and he will put the part on it- call Performance and give heads up			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200522900775

Activity Status: Done		Activity Updated: 9/1/2005 12:58PM	
Activity Type: Dealer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/1/2005 12:13PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: called Performance BMW- Brian- he will wait for part and customer call him direct			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/1/2005 12:58PM	
Activity Type: Dealer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/1/2005 12:58PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: Kelly will ship part to Brian at performance			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/1/2005 01:01PM	
Activity Type: Customer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/1/2005 12:59PM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: called customer to ask him to call Brian Chapman directly and set appt at performance- left message			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/2/2005 09:45AM	
Activity Type: Customer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/2/2005 09:45AM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: called customer again to make sure he got my message- left message for callback.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/2/2005 09:57AM	
Activity Type: Customer Interaction		Activity Updated By: Dolfi, Brandi	
Activity Assigned To: Dolfi, Brandi		Email From:	
Activity Created: 9/2/2005 09:57AM		Email To:	
Activity Created By: Dolfi, Brandi			
Activity Description: customer called very happy- Brian called him and he will get car repaired.			
Note Created:		Note Created By:	
		Note Type:	

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 200522900775

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Customer Service Request Detail # 200523401707

Customer

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

Service Request

Service Request #:	200523401707
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/22/2005 03:12PM
Created By:	Ottman, Matthew
Rep Assigned:	Ottman, Matthew
Date Assigned:	8/22/2005 03:12PM
Assigned Dealer:	
Identified Dealer:	Habberstad BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/22/2005 03:19PM
Close Rep:	Ottman, Matthew
Issue Note:	Cust states that his steering acts up in hoter weather

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	07/22/03
In Service Date:	07/22/03
Production Date:	07/12/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/22/2005	apologized to cust and advised i would doc his complaint

Attachments

File Name	Comments

Customer Service Request Detail # 200523401707

Activity Status:	Done	Activity Updated:	8/22/2005 03:18PM
Activity Type	Customer Interaction	Activity Updated By:	Ottman, Matthew
Activity Assigned To:	Ottman, Matthew	Email From:	
Activity Created:	8/22/2005 03:15PM	Email To:	
Activity Created By:	Ottman, Matthew		
Activity Description:	Cust states that his steering acts up in hoter weather		
Note Created: 8/22/2005 03:17PM		Note Created By: Ottman, Matthew	Note Type: Customer Interaction
Advised cust that i would doc his complaint, cust has an appointment on 9/14 to have the issue looked at			

Customer Service Request Detail # 200523701210

Customer

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

Service Request

Service Request #:	200523701210
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/25/2005 02:07PM
Created By:	Giannobile, Tony
Rep Assigned:	Kenton-Weeks, Richard
Date Assigned:	8/25/2005 02:07PM
Assigned Dealer:	
Identified Dealer:	Global Imports
Date Resolved:	
Resolve Rep:	
Date Closed:	9/23/2005 12:09PM
Close Rep:	Kenton-Weeks, Richard
Issue Note:	Z4 Steering Survey

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	04/30/04
In Service Date:	04/30/04
Production Date:	11/21/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/23/2005	Rec'd call from Richard Kenton. He advised the customer's case is handled and to close this SR.

Attachments

File Name	Comments

Customer Service Request Detail # 200523701210

Activity Status:	Done	Activity Updated:	8/29/2005 04:14PM
Activity Type	Customer Interaction	Activity Updated By:	Giannobile, Tony
Activity Assigned To:	Giannobile, Tony	Email From:	
Activity Created:	8/25/2005 02:10PM	Email To:	
Activity Created By:	Giannobile, Tony		
Activity Description:	cci complaining of poor feel after vehicle has been exposed to extreme heat for a long period of tim		
Note Created: 8/25/2005 02:20PM		Note Created By: Giannobile, Tony	Note Type: Customer Interaction
contact # 770-439-2120			
Note Created: 8/25/2005 02:21PM		Note Created By: Giannobile, Tony	Note Type: Customer Interaction
cust referenced Service Bulletin but didnt know number--writer investigated and found 32 201 04			
Activity Status:	Done	Activity Updated:	8/25/2005 02:18PM
Activity Type	Dealer Interaction	Activity Updated By:	Giannobile, Tony
Activity Assigned To:	Giannobile, Tony	Email From:	
Activity Created:	8/25/2005 02:18PM	Email To:	
Activity Created By:	Giannobile, Tony		
Activity Description:	called and left vm for David Cote (SM)		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	8/29/2005 04:14PM
Activity Type	Dealer Interaction	Activity Updated By:	Giannobile, Tony
Activity Assigned To:	Giannobile, Tony	Email From:	
Activity Created:	8/29/2005 04:14PM	Email To:	
Activity Created By:	Giannobile, Tony		
Activity Description:	called and left vm for David Cote (SM)		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	8/31/2005 11:30AM
Activity Type	Customer Interaction	Activity Updated By:	Giannobile, Tony
Activity Assigned To:	Giannobile, Tony	Email From:	
Activity Created:	8/31/2005 11:30AM	Email To:	
Activity Created By:	Giannobile, Tony		
Activity Description:	writer called and advised cust that I am still awaiting contact from dealer		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200523701210

Activity Status:	Done	Activity Updated:	9/1/2005 09:42AM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/1/2005 09:38AM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RKW called David Cote (SM) Left VM requested he call me back to confirm he has recieved this message prior to calling the cust.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/1/2005 04:56PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/1/2005 04:56PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RK left another message request D Cotes to confirm he recieved the message.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/2/2005 01:44PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/2/2005 01:44PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Once again RK left yet another message request D Cotes to confirm he recieved the message.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/6/2005 08:41AM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/6/2005 08:41AM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Dave Cotes called RK advised he had recieved the message and is waiting to set an appointment when part arrives.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/6/2005 09:40AM
Activity Type	Customer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/6/2005 09:40AM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RK called Mr. Lee advised part is on it's way and will be called when it arrives in the dealer.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200523701210

Activity Status:	Done	Activity Updated:	9/9/2005 02:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/9/2005 02:50PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Will keep case active untill part installed and fix completed.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/12/2005 04:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/12/2005 04:50PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Called dlr looking for status left VM requested call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/19/2005 09:51AM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/19/2005 09:51AM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Called dlr looking for status left VM requested call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/21/2005 05:31PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/21/2005 05:31PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RK called Dave Cotes left VM requesting call back with status.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/23/2005 12:08PM
Activity Type	Corporate Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	9/23/2005 12:08PM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Rec'd call from Richard Kenton. He advised the customer's case is handled and to close this SR.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200524100427

Customer

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

Service Request

Service Request #:	200524100427
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/29/2005 11:30AM
Created By:	Eversole, Ryan
Rep Assigned:	Cervi, Nicholas
Date Assigned:	8/29/2005 11:30AM
Assigned Dealer:	
Identified Dealer:	Momentum BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	10/18/2005 08:50PM
Close Rep:	Cervi, Nicholas
Issue Note:	Cust stts has steering linkage issues when vehicle is in extreme heat.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	10/08/03
In Service Date:	10/08/03
Production Date:	03/25/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/29/2005	Writer advised that there is no official recall for the issue and advised that if BMW NA has contacted cust that the dlr would definately have a fix to resolve the issue. Writer apologized for troubles and advised would document issue if cust has problem

Attachments

File Name	Comments

Customer Service Request Detail # 200524100427

Activity Status:	Done	Activity Updated:	8/29/2005 11:34AM
Activity Type	Customer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	8/29/2005 11:32AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	Cust stts has steering linkage issues when vehicle is in extreme heat.		
Note Created: 8/29/2005 11:32AM		Note Created By: Eversole, Ryan	
Note Type: Customer Interaction			
<p>Cust stts when the vehicle is in excessive heat for 8 hours the vehicle's steering is "floaty" and does not react to the cust. Cust stts she has heard of several other customers being contacted by BMW NA and was curious to see if this was in the process for her vehicle. Writer advised that there is no official recall for the issue and advised that if BMW NA has contacted cust that the dlr would definately have a fix to resolve the issue. Writer apologized for troubles and advised would document issue if cust has problems with resolution.</p>			
Activity Status:	Done	Activity Updated:	9/1/2005 11:58AM
Activity Type	Customer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	9/1/2005 11:58AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	CCI, stts dlr has not returned her calls. 713-522-9156		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/1/2005 11:59AM
Activity Type	Dealer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	9/1/2005 11:59AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	left vm for Shef at Momentum		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/9/2005 10:51AM
Activity Type	Customer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	9/9/2005 10:41AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	CCI - requesting update. 713-522-9156		
Note Created: 9/9/2005 10:45AM		Note Created By: Eversole, Ryan	
Note Type: Dealer Interaction			
<p>Customer called in and was very concerned about her vehicle. Cust stts when she dropped her vehicle off there were other vehicles in the for the same issues. Cust has since spoken with her service advisor, Shef, and he advised that they were not able to duplicate the issues on some of the vehicles and are unable to repair them. Cust stts she is concerned since BMW NA has contacted other customers and replaced parts with no questions asked. Cust stts she does not want the vehicle back if repair is not made. Writer advised would look into issue and contact.</p>			

Customer Service Request Detail # 200524100427

Activity Status:	Done	Activity Updated:	9/9/2005 10:53AM
Activity Type	Dealer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	9/9/2005 10:51AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	spoke with Bobbie at dlr, see notes.		
Note Created: 9/9/2005 10:52AM		Note Created By: Eversole, Ryan	
Note Type: Dealer Interaction			
Bobbie advised that market team was in dlr yesterday and advised that if they cannot duplicate issue to open a PuMA case on the issue. Bobbie stts they have not been able to test the car yet but market team is involved and the dlr will get the issue resolved.			
Activity Status:	Done	Activity Updated:	9/9/2005 10:53AM
Activity Type	Customer Interaction	Activity Updated By:	Eversole, Ryan
Activity Assigned To:	Eversole, Ryan	Email From:	
Activity Created:	9/9/2005 10:53AM	Email To:	
Activity Created By:	Eversole, Ryan		
Activity Description:	spoke with cust, advised that engineering team was involved and are looking into solutions for issue.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/12/2005 06:36PM
Activity Type	Corporate Interaction	Activity Updated By:	Cervi, Nicholas
Activity Assigned To:	Cervi, Nicholas	Email From:	
Activity Created:	9/12/2005 06:36PM	Email To:	
Activity Created By:	Cervi, Nicholas		
Activity Description:	E-mail to Core for assistance.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/15/2005 10:16AM
Activity Type	Corporate Interaction	Activity Updated By:	Cervi, Nicholas
Activity Assigned To:	Cervi, Nicholas	Email From:	
Activity Created:	9/15/2005 10:16AM	Email To:	
Activity Created By:	Cervi, Nicholas		
Activity Description:	E-mail from Core saying part was sent to dealer on 9/12.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/20/2005 06:29PM
Activity Type	General	Activity Updated By:	Cervi, Nicholas
Activity Assigned To:	Cervi, Nicholas	Email From:	
Activity Created:	9/20/2005 06:29PM	Email To:	
Activity Created By:	Cervi, Nicholas		
Activity Description:	Awaiting info.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200524100427

Activity Status: Done		Activity Updated: 9/27/2005 08:50PM	
Activity Type: Corporate Interaction		Activity Updated By: Cervi, Nicholas	
Activity Assigned To: Cervi, Nicholas		Email From:	
Activity Created: 9/27/2005 08:50PM		Email To:	
Activity Created By: Cervi, Nicholas			
Activity Description: Will follow up with dealer and/or customer.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/29/2005 10:12AM	
Activity Type: Dealer Interaction		Activity Updated By: Cervi, Nicholas	
Activity Assigned To: Cervi, Nicholas		Email From:	
Activity Created: 9/29/2005 10:12AM		Email To:	
Activity Created By: Cervi, Nicholas			
Activity Description: David in service at Momentum confirmed that repair was made for customer.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/29/2005 04:34PM	
Activity Type: Customer Interaction		Activity Updated By: Cervi, Nicholas	
Activity Assigned To: Cervi, Nicholas		Email From:	
Activity Created: 9/29/2005 04:32PM		Email To:	
Activity Created By: Cervi, Nicholas			
Activity Description: Called customer.			
Note Created: 9/29/2005 04:32PM		Note Created By: Cervi, Nicholas	
		Note Type: Customer Interaction	
Verified that repair was done and she is happy. She had one question about the red light under the rear view mirror. She wants to know if it can be activated with the alarm. I said I would check into it and get back to her within 24 hours.			
Activity Status: Done		Activity Updated: 10/4/2005 04:15PM	
Activity Type: Customer Interaction		Activity Updated By: Eversole, Ryan	
Activity Assigned To: Eversole, Ryan		Email From:	
Activity Created: 10/4/2005 04:15PM		Email To:	
Activity Created By: Eversole, Ryan			
Activity Description: CCI - asked to see if BMW has work around to operate red light if no alarm is installed. Cust adamant there is workaround, dlr advised cust otherwise			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 10/10/2005 11:14AM	
Activity Type: Customer Interaction		Activity Updated By: Cervi, Nicholas	
Activity Assigned To: Cervi, Nicholas		Email From:	
Activity Created: 10/10/2005 11:12AM		Email To:	
Activity Created By: Cervi, Nicholas			
Activity Description: Called customer and told her that we are having trouble locating a bulletin that says the light can be activated.			

Customer Service Request Detail # 200524100427

Note Created: 10/10/2005 11:13AM		Note Created By: Cervi, Nicholas		Note Type: Customer Interaction	
She advised me she would send an e-mail from an internet post that states this is possible. I will await her e-mail.					
Activity Status:	Done	Activity Updated:	10/10/2005 11:56AM		
Activity Type	Dealer Interaction	Activity Updated By:	Eversole, Ryan		
Activity Assigned To:	Eversole, Ryan	Email From:			
Activity Created:	10/10/2005 11:56AM	Email To:			
Activity Created By:	Eversole, Ryan				
Activity Description:	left vm for service advisor, Sheff.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	10/14/2005 11:20AM		
Activity Type	Customer Interaction	Activity Updated By:	Eversole, Ryan		
Activity Assigned To:	Eversole, Ryan	Email From:			
Activity Created:	10/14/2005 11:20AM	Email To:			
Activity Created By:	Eversole, Ryan				
Activity Description:	CCI - writer advised that a message was left for Sheff alerting him of cust request and SIB information given by the cust.				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200524300874

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	15,000
Sale:	04/22/03
In Service Date:	04/22/03
Production Date:	04/10/03

Service Request

Service Request #:	200524300874
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/31/2005 04:52PM
Created By:	Hand, Greg
Rep Assigned:	Kenton-Weeks, Richard
Date Assigned:	8/31/2005 04:52PM
Assigned Dealer:	
Identified Dealer:	Fowler Motors, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	9/21/2005 05:38PM
Close Rep:	Kenton-Weeks, Richard
Issue Note:	Z4 Steering survey

Code Descriptions

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

Solution Notes

Created	Solution
9/21/2005	Jason @ dealer advised work is done.

Attachments

File Name	Comments

Customer Service Request Detail # 200524300874

Activity Status:	Done	Activity Updated:	8/31/2005 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Hand, Greg
Activity Assigned To:	Hand, Greg	Email From:	
Activity Created:	8/31/2005 04:52PM	Email To:	
Activity Created By:	Hand, Greg		
Activity Description:	Z4 Steering survey		
Note Created: 8/31/2005 04:53PM		Note Created By: Hand, Greg	Note Type: Customer Interaction
Customer said that when it gets hot, the steering gets very loose. Fowler Motors replaced the steering angle sensor and that seemed to help some, but the steering is still not the way it was when it was new.			
Activity Status:	Done	Activity Updated:	9/1/2005 09:49AM
Activity Type	Corporate Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/1/2005 09:49AM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	Notified B DePaul for part.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	9/1/2005 04:49PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/1/2005 04:45PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RKW called SM @ Fowlers after getting update from CORE...		
Note Created: 9/1/2005 04:45PM		Note Created By: Kenton-Weeks, Richard	Note Type: Dealer Interaction
left a VM after being transfered.			
Activity Status:	Done	Activity Updated:	9/2/2005 01:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/2/2005 01:46PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RKW Spoke to Service manager, customer is coming Wednesday, RK will call her to reshcdule.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	9/2/2005 01:49PM
Activity Type	Customer Interaction	Activity Updated By:	Kenton-Weeks, Richard
Activity Assigned To:	Kenton-Weeks, Richard	Email From:	
Activity Created:	9/2/2005 01:49PM	Email To:	
Activity Created By:	Kenton-Weeks, Richard		
Activity Description:	RKW called customer on 864-363-3664. left vM advised call dealer to establish new appt date.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200524300874

Activity Status: Done		Activity Updated: 9/9/2005 01:39PM	
Activity Type: Customer Interaction		Activity Updated By: Kenton-Weeks, Richard	
Activity Assigned To: Kenton-Weeks, Richard		Email From:	
Activity Created: 9/9/2005 01:39PM		Email To:	
Activity Created By: Kenton-Weeks, Richard			
Activity Description: RKW called customer again on 864-363-3664. left 2nd vM advised call dealer to establish new appt date.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/12/2005 04:50PM	
Activity Type: Dealer Interaction		Activity Updated By: Kenton-Weeks, Richard	
Activity Assigned To: Kenton-Weeks, Richard		Email From:	
Activity Created: 9/12/2005 04:50PM		Email To:	
Activity Created By: Kenton-Weeks, Richard			
Activity Description: Called dlr looking for status left VM requested call back.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/19/2005 09:51AM	
Activity Type: Dealer Interaction		Activity Updated By: Kenton-Weeks, Richard	
Activity Assigned To: Kenton-Weeks, Richard		Email From:	
Activity Created: 9/19/2005 09:51AM		Email To:	
Activity Created By: Kenton-Weeks, Richard			
Activity Description: Called dlr looking for status left VM requested call back.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/21/2005 05:28PM	
Activity Type: Dealer Interaction		Activity Updated By: Kenton-Weeks, Richard	
Activity Assigned To: Kenton-Weeks, Richard		Email From:	
Activity Created: 9/21/2005 05:28PM		Email To:	
Activity Created By: Kenton-Weeks, Richard			
Activity Description: RK called Jason Holt SM left VM requested update on customer status.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200525100553

Customer

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

Service Request

Service Request #:	200525100553
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/8/2005 02:12PM
Created By:	Monro, Jason
Rep Assigned:	Monro, Jason
Date Assigned:	9/8/2005 02:12PM
Assigned Dealer:	
Identified Dealer:	Braman Motorcars
Date Resolved:	
Resolve Rep:	
Date Closed:	9/9/2005 10:16AM
Close Rep:	Monro, Jason
Issue Note:	Z4 steering issue - stts that it binds and twitches but doesn't actually lock up.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	11,000
Sale:	06/08/04
In Service Date:	06/08/04
Production Date:	05/27/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV03	WARRANTY ELIGIBILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/9/2005	LM for cust to call me back when veh is at dlr, per Judy's request.

Attachments

File Name	Comments

Customer Service Request Detail # 200525100553

Activity Status:	Done	Activity Updated:	9/8/2005 02:16PM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	9/8/2005 02:14PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	Z4 steering issue - stts that it binds and twitches but doesn't actually lock up.		
Note Created: 9/8/2005 02:15PM		Note Created By: Monro, Jason	
Note Type: Customer Interaction			
Cust stts that this problem has more recently become noticeable. Cust stts that he has read online on bulletin boards about this being a wide-spread problem with Z4s. Cust would like something done to correct this problem when he brings his vehicle in for his oil change in the next 3-4000 miles. Writer let cust know that I would document concern.			
Activity Status:	Done	Activity Updated:	9/8/2005 02:16PM
Activity Type	Corporate Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	9/8/2005 02:16PM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	Sent Judy an email about Z4 issue, per management's request.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/9/2005 10:14AM
Activity Type	Corporate Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	9/9/2005 10:14AM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	Judy stts to contact cust to call me back when he takes his veh in.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/9/2005 10:15AM
Activity Type	Customer Interaction	Activity Updated By:	Monro, Jason
Activity Assigned To:	Monro, Jason	Email From:	
Activity Created:	9/9/2005 10:15AM	Email To:	
Activity Created By:	Monro, Jason		
Activity Description:	LM for cust to call me back when veh is at dlr, per Judy's request.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200527101256

Customer

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

Service Request

Service Request #:	200527101256
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	9/28/2005 03:31PM
Created By:	DiMaria, Melissa
Rep Assigned:	DiMaria, Melissa
Date Assigned:	9/28/2005 03:31PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/28/2005 03:34PM
Close Rep:	DiMaria, Melissa
Issue Note:	Other

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	11/25/03
In Service Date:	11/25/03
Production Date:	05/22/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/28/2005	see email.

Attachments

File Name	Comments

Customer Service Request Detail # 200527101256

Activity Status:	Done	Activity Updated:	9/28/2005 03:33PM
Activity Type:	Email - Inbound	Activity Updated By:	DiMaria, Melissa
Activity Assigned To:	DiMaria, Melissa	Email From:	Robert.Truman@att.net
Activity Created:	9/28/2005 03:07PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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From: [REDACTED]
Subject: Other

VIN: 4USBT534X3L [REDACTED]
ModelYear: 2003
MfgNm: BMW
ModelNm: Z4 roadster 3.0i

ContactBy: Em [REDACTED]
ContactPhone: [REDACTED]
Conta [REDACTED]
email [REDACTED]
Comm [REDACTED] g a couple of problems with my Z4 for over a year. Here they are:

- 1.) Heat related steering problem – I'm having the same problem I had last summer with the steering when the car sets in the heat all day except that its worst now (it happens at 85° now, instead of 90°). The problem is: the car resists turning from center and when it does, it will not return to center on its own you must turn it back. This is a fairly dangerous problem.
- 2.) Hesitation/Jerking at 3K-4K RPM – I am still having the intermittent hesitation problem. The factory technicians (at 2004 Roadster Homecoming) said that the ECU needed to be "flashed" / reprogrammed at BMW NA.

The reason I am contacting BMWNA is because I have not had any success in getting Bluegrass BMW to correct these problems. Would it be possible for BMWNA to arrange to have my Z4 repaired at BMW of Nashville (I brought my first BMW there and have always had good service from them)?

Thanks for your help,
Bob Truman
CustomerNo: 0
AccountId: [REDACTED]
[REDACTED]
[REDACTED]

formid: 1001
Vins: WBAAM3342YC [REDACTED] 4USBT534X3L [REDACTED]

Activity Status:	Done	Activity Updated:	9/28/2005 03:33PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	DiMaria, Melissa	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/28/2005 03:31PM	Email To:	[REDACTED]
Activity Created By:	DiMaria, Melissa		
Activity Description:	RE: Other [1-310072337]		

Customer Service Request Detail # 200527101256

Note Created:	Note Created By:	Note Type:
		<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding your 2003 Z4. I apologize for the issues you have experienced with this vehicle.</p> <p>You are free to make at whatever authorized dealer you would like. Unfortunately, I cannot make an appointment for you. I will be happy to work with any service department to make sure your issues are properly addressed.</p> <p>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.</p> <p>Sincerely,</p> <p>Melissa DiMaria Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 9/26/2005 12:00:00 AM To: <CustomerRelations@bmwusa.com> Subject: Other</p> <p>From: [REDACTED] Subject: [REDACTED]</p> <p>VIN: 4USBT534X3L [REDACTED] ModelYear: 2003 MfgName: BMW ModelName: Z4 roadster 3.0i</p> <p>ContactBy: Em [REDACTED] ContactPhone: [REDACTED] Contact email: [REDACTED]</p> <p>Comments: I have been having a couple of problems with my Z4 for over a year. Here they are:</p> <ol style="list-style-type: none">1.) Heat related steering problem – I'm having the same problem I had last summer with the steering when the car sets in the heat all day except that its worst now (it happens at 85° now, instead of 90°). The problem is: the car resists turning from center and when it does, it will not return to center on its own you must turn it back. This is a fairly dangerous problem.2.) Hesitation/Jerking at 3K-4K RPM – I am still having the intermittent hesitation problem. The factory technicians (at 2004 Roadster Homecoming) said that the ECU needed to be "flashed" / reprogrammed at BMW NA. <p>The reason I am contacting BMWNA is because I have not had any success in getting Bluegrass BMW to correct these problems. Would it be possible for BMWNA to arrange to have my Z4 repaired at BMW of Nashville (I brought my first BMW there and have always had good service ...</p>

Customer Service Request Detail # 200527101256

...			
from them)?			
Thanks for your help,			
Bob Truman			
CustomerNo: 0			
Accountid: [REDACTED]			
[REDACTED]			
[REDACTED]			
[REDACTED]			
formid: 1001			
Vins: WBAAM3342YC [REDACTED] 4USBT534X3L [REDACTED]			
Activity Status:	Done	Activity Updated:	10/16/2005 10:55AM
Activity Type	Email - Inbound	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	robert@matrixengineer.com
Activity Created:	10/14/2005 02:27PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	Z4 Problems		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200527101256

Kerry,

I didn't see you after I got back from driving the 545i (great car!) and no one was at the service desk so came on back to work.

As we discussed I would like to get my car fixed ASAP so if you could pursue this with the service department I would appreciate it. Here are the problems again:

1. Heat related steering problem - I'm having the same problem I had last summer with the steering when the car sets in the heat all day except that its worst now (it happens at about 85° now, instead of 90°). The problem is the car resists turning from center and when it does it will not return to center on its own you must turn it back. I know BMWNA is aware of this problem with some Z4s because an acquaintance of mine had his steering column replaced to correct it.
2. Hesitation/Jerking at 3K-4K RPM - I am still having the intermittent hesitation problem as last year. The factory technicians (at 2004 Roadster Homecoming) said that the ECU needed to be flashed/reprogrammed at BMWNA.

Problem#1 has been happening all summer long.

Problem#2 happens mostly on cold, damp morning so I image that it will begin again soon.

Melissa DiMaria a Customer Relations and Services Representative with BMWNA has offered to help if necessary.

If we can't get something started by say Wednesday next week (10/19) I think the best thing for me to do is try to have these problems corrected at another BMW dealer. Do you see any alternative to this?

Please put me on your newsletter mailing list; the wine tours sound like fun.

Best Regards,

[Redacted Signature]

Paducah, KY ...

Customer Service Request Detail # 200527101256

	... [REDACTED] [REDACTED]
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Customer Service Request Detail # 200530801218

Customer

Name:	Mr. [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	Apt 101
City/State/Zip:	Fort Myers, FL [REDACTED]

Service Request

Service Request #:	200530801218
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	11/4/2005 01:53PM
Created By:	Mazanec, Carrie
Rep Assigned:	Green, Kenneth
Date Assigned:	11/4/2005 01:53PM
Assigned Dealer:	
Identified Dealer:	BMW of Fort Myers
Date Resolved:	
Resolve Rep:	
Date Closed:	11/23/2005 11:29AM
Close Rep:	Green, Kenneth
Issue Note:	IDD #13929962 - Heat-related steering concern

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	12/16/02
In Service Date:	12/16/02
Production Date:	12/04/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
11/11/2005	Steering column will be shipped to dealership. New and improved steering column.

Attachments

File Name	Comments

Customer Service Request Detail # 200530801218

Activity Status:	Done	Activity Updated:	11/4/2005 01:57PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	11/4/2005 01:53PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	IDD #13929962 - Heat-related steering concern		

Note Created: 11/4/2005 01:54PM

Note Created By: Mazanec, Carrie

Note Type: Customer Interaction

<http://www.z4um.com/viewtopic.php?t=14523&sid=d9af4c7a31f561213824ec2973bd2912>

El_Madmaster
 Z4 Forum Junior Member

Joined: 18 May 2004
 Posts: 13
 Location: Syracuse, NY

Posted: Thu Oct 27, 2005 3:18 pm Post subject: Steering Issue Update - Had 03 Fixed Last Year But It's Back

 Last year when I moved to Florida from NY, I experienced the infamous EPS issues on my 2003 Z4. After the steering was somewhat sticky, I took it to the dealer and they replaced it with an 05 Steering Column. This made it much worse, as driving it was actually dangerous. having the steering column replaced once more with no success, BMW actually looked at the specs on the original 03 steering column and rebuilt one, so they said. This cured the problem for the entire summer.

This week the temperature was fairly below normal and the Z4 hadn't been driven in a couple weeks. I took it out again today with temperature only around 77, and the steering is very sticky once again. Bah.

1988 Nissan 300zx 2+2, 1995 Nissan Pathfinder, 2001 Toyota Sequoia, 2003 BMW Z4 3.0

Activity Status:	Done	Activity Updated:	11/4/2005 01:58PM
Activity Type	Customer Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Mazanec, Carrie	Email From:	
Activity Created:	11/4/2005 01:58PM	Email To:	
Activity Created By:	Mazanec, Carrie		
Activity Description:	sent customer email		

Note Created: 11/4/2005 01:58PM

Note Created By: Mazanec, Carrie

Note Type: Customer Interaction

Customer Service Request Detail # 200530801218

From: Customer Relations Sent: [REDACTED] 1:58 PM To: [REDACTED] Subject: [REDACTED]			
<p>I'm with BMW of North America, LLC. I'm sorry to read about the steering concern with your Z4. If you want our assistance, please respond to this email with your name, phone number, address and Vehicle Identification Number, if possible, and one of our representatives will get back to you. If you prefer, you can phone us at (800) 831-1117 or email us at CustomerRelations@bmwusa.com and mention Reference #200530801218.</p> <p>BMW NA Customer Relations and Services</p>			
Activity Status:	Done	Activity Updated:	11/7/2005 04:23PM
Activity Type:	Email - Inbound	Activity Updated By:	Young, Tricia
Activity Assigned To:	Young, Tricia	Email From:	[REDACTED]
Activity Created:	11/5/2005 12:18PM	Email To:	"BMW" <customerrelations@BMW USA.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Continuing Z4 steering Issue		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200530801218

	<p>BMW: this is in reply to your email below:</p> <hr/> <p>----- Original Message ----- From: [REDACTED]@bmwna.com To: [REDACTED] Sent: Friday, November 04, 2005 1:57 PM Subject: Your 2003 BMW Z4 3.0i</p> <p>I'm with BMW of North America, LLC. I'm sorry to read about the steering concern with your Z4. If you want our assistance, please respond to this email with your name, phone number, address and Vehicle Identification Number, if possible, and one of our representatives will get back to you. If you prefer, you can phone us at (800) 831-1117 or email us at CustomerRelations@bmwusa.com and mention Reference #200530801218.</p> <hr/> <p>---</p> <p>BMW NA Customer Relations and Services</p> <p>Michael Elkisch of BMWNA handled this issue for me last year. Here's a short synopsis:</p> <ul style="list-style-type: none">- Oct 7 2004- car delivered to BMW FT Myers to address grating noise from steering column(no steering issue or problem- just the noise)- the original steering col was replaced with a newer EPS unit, which caused the steering to become heavy, sticky and ratchety, not returning to center position during normal driving and causing the driver to have to make small but continuous steering adjustments to keep the car straight.- after several failed attempts to fix this problem between Nov 15th and Dec 16th 2004, and the arrival of a BMW field service engineer to investigate, a steering column that was produced close to my car's production date was installed and seemed to fix the issue. However, when I started driving the car again this summer, I noticed that the same sticky, heavy steering issue re-appeared every time the car was in the sun or heat for a period of time. The issue of heat causing the problem has apparently plagued many other Z4 owners since BMW forums are loaded with emails complaining about this.- about 3 weeks ago, I addressed this to the new BMW service manager at Ft Myers BMW, John Cathey. John has forwarded my emails to BMWNA regional reps in Ft Lauderdale but no reply to date because of power problems from the hurricane. Allegedly, they cannot read John's emails because they have no power. <p>This Z4 steering issue has been noted by hundreds of people all over the world in the BMW Roadfly forums. It's nearly 3 years old now and apparently no fix has yet been identified. The steering is really a safety issue, as the prior service manager at Ft Myers, Aldo Milanes, agreed after he drove my car. The steering wheel will actually stick and remain in one position at modest turn angles and you have to constantly jerk it back to stay on course. Obviously, all the fun associated with driving the car is gone. I have to either purchase this car by Nov 30th or return it to the leasing company. I think 2 years to fix a rather serious problem is sufficient time and well exceeds lemon law requirements. I would like BMW to consider giving me a new Z4 3.0i (with steering that works correctly) as a replacement for this car, along with the options I have on my car(including GPS NAV, homelink, rear white tail light kit, and aerodynamic kit). The steering on this car worked perfectly between Dec 2002 (purchase date) and Sept 2004- in all kinds of weather, hot or cold. BMW created the issue by replacing the EPS steering col to address the grating noise- and the steering has never been the same since. I have now paid \$32K in lease payments for a car that has been defective for one half of the 3 year lease period; I ...</p>
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Customer Service Request Detail # 200530801218

		<p>... do not want to pay another \$25K to buy out a defective car for which no remedy has been found.</p> <p>Your assistance in quickly resolving this matter would be greatly appreciated.</p> <p>Sincerely, [REDACTED]</p>	
Activity Status:	Done	Activity Updated:	11/9/2005 01:43PM
Activity Type	Corporate Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	11/9/2005 01:43PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	xfered cust to Ken Green @ CORE		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/9/2005 01:59PM
Activity Type	Customer Interaction	Activity Updated By:	Bryant, Petra
Activity Assigned To:	Bryant, Petra	Email From:	
Activity Created:	11/9/2005 01:53PM	Email To:	
Activity Created By:	Bryant, Petra		
Activity Description:	spk w/Mr.Fitzgerald;cst attempting 2 reach Ken Green;l advsd cst we will research issues & get bk to him		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/9/2005 01:59PM
Activity Type	Corporate Interaction	Activity Updated By:	Bryant, Petra
Activity Assigned To:	Bryant, Petra	Email From:	
Activity Created:	11/9/2005 01:58PM	Email To:	
Activity Created By:	Bryant, Petra		
Activity Description:	e-mail to Ken-notes		
Note Created: 11/9/2005 01:59PM		Note Created By: Bryant, Petra	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200530801218

<p>From: Bryant, Petra Sent: Wednesday, November 09, 2005 1:58 PM To: Green, Kenneth Subject: [REDACTED] Z4 2003 200530 [REDACTED]</p> <p>Hi Ken,</p> <p>I am [REDACTED] contact [REDACTED] or [REDACTED] [REDACTED] Current home address is [REDACTED] [REDACTED] Estero Fl [REDACTED]</p> <p>Thanks</p> <p>Petra Bryant BMW NA Customer Relations and Services Representative 201-263-8224 (v) 201-930-8484 (f) Petra.Bryant@bmwna.com</p>			
Activity Status:	Done	Activity Updated:	11/11/2005 11:23AM
Activity Type:	Corporate Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	11/11/2005 11:23AM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Email from Barbara Depaul, See notes for email.		
Note Created: 11/11/2005 11:23AM		Note Created By: Green, Kenneth	
Note Type: Corporate Interaction			

Customer Service Request Detail # 200530801218

From: DePaul, Barbara V4-US-A-55
Sent: Friday, November 11, 2005 11:16 AM
To: Green, Kenneth
Subject: FW: Z34 EPS heat-related steering issue - L [REDACTED] BMW OF FORT MYERS 22081

FYI

From: DePaul, Barbara V4-US-A-55
Sent: Friday, November 11, 2005 11:15 AM
To: Petsch, Thomas V4-US-A-20
Cc: Balwas, Marek V4-US-A-51
Subject: Z34 EPS heat-related steering issue - L [REDACTED] 8, BMW OF FORT MYERS 22081

Hi Tom,

Hope you're having fun in your training.

I got another Z4 that needs a new EPS to fix the heat-related issue. I know that you don't have any more parts left for manual transmission, but can you include him in your waiting list, please?

VIN#: L [REDACTED]

Center: BMW OF FORT MYERS (22081)

Customer: Mr. Kenneth W. Fitzgerald

Thanks so much for your help again and nice weekend!

Barbara

PS: I'll be out of the office starting Monday and until December 6th. Marek Balwas will be helping me with the Z4 steering cases (if any new arise), so if needed, he might be contacting you.

Also, if we're lucky to get a part for this customer in the next month, can you please let Marek know, so that he can inform the handling Rep? Thanks, again. J

...

Customer Service Request Detail # 200530801218

...		...	
Barbara De Paul			
Activity Status:	Done	Activity Updated:	11/11/2005 04:04PM
Activity Type	Customer Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	11/11/2005 04:04PM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Phoned customer and told him we are having a steering column shipped to dealership and they will contact him when it arrives. Cust wants fix.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/11/2005 04:05PM
Activity Type	Dealer Interaction	Activity Updated By:	Green, Kenneth
Activity Assigned To:	Green, Kenneth	Email From:	
Activity Created:	11/11/2005 04:05PM	Email To:	
Activity Created By:	Green, Kenneth		
Activity Description:	Phoned svc mgr and tollid him steering column being shipped specifically for this customer and for him to call customer when it arrives.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/18/2005 03:38PM
Activity Type	General	Activity Updated By:	Kumar, Seema
Activity Assigned To:	Kumar, Seema	Email From:	
Activity Created:	11/18/2005 03:38PM	Email To:	
Activity Created By:	Kumar, Seema		
Activity Description:	Gene Stewart said that the part is being shipped to the dealer today..will call and inform them		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/18/2005 03:39PM
Activity Type	Dealer Interaction	Activity Updated By:	Kumar, Seema
Activity Assigned To:	Kumar, Seema	Email From:	
Activity Created:	11/18/2005 03:39PM	Email To:	
Activity Created By:	Kumar, Seema		
Activity Description:	called serv mgr john Cathey left a vm that the part has been shipped and should be in early next week		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200530801218

Activity Status:	Done	Activity Updated:	11/18/2005 03:41PM
Activity Type	Customer Interaction	Activity Updated By:	Kumar, Seema
Activity Assigned To:	Kumar, Seema	Email From:	
Activity Created:	11/18/2005 03:41PM	Email To:	
Activity Created By:	Kumar, Seema		
Activity Description:	left vm for customer at home no that the part has been shipped...left my cbr		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/23/2005 11:22AM
Activity Type	Dealer Interaction	Activity Updated By:	Kumar, Seema
Activity Assigned To:	Kumar, Seema	Email From:	
Activity Created:	11/23/2005 11:22AM	Email To:	
Activity Created By:	Kumar, Seema		
Activity Description:	left vm for john cathey serv mgr...need to know if he recd steering column..left my cbr		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/23/2005 11:28AM
Activity Type	Dealer Interaction	Activity Updated By:	Kumar, Seema
Activity Assigned To:	Kumar, Seema	Email From:	
Activity Created:	11/23/2005 11:28AM	Email To:	
Activity Created By:	Kumar, Seema		
Activity Description:	recd call from dealer has not yet recd the part.....		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200602400430

Customer

Name:	Mr [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	Apt 7-8a
City/State/Zip:	East Norwich, NY [REDACTED]

Service Request

Service Request #:	200602400430
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	1/24/2006 10:46AM
Created By:	Beidelman, Jason
Rep Assigned:	Beidelman, Jason
Date Assigned:	1/24/2006 10:46AM
Assigned Dealer:	Habberstad BMW
Identified Dealer:	Habberstad BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	1/30/2006 06:07PM
Close Rep:	Beidelman, Jason
Issue Note:	Howard Jacobs, stating he is the customer's lawyer, called in with customer on the line as well

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	15,000
Sale:	
In Service Date:	08/21/04
Production Date:	12/11/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
1/30/2006	Bill Wexler, FSE, to inspect vehicle on 2/6/2006.

Attachments

File Name	Comments

Customer Service Request Detail # 200602400430

Activity Status:	Done	Activity Updated:	1/24/2006 10:55AM
Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/24/2006 10:49AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Howard Jacobs, stating he is the customer's lawyer, called in with customer on the line as well		
Note Created: 1/24/2006 10:51AM		Note Created By: Beidelman, Jason	Note Type: Customer Interaction
<p>Customer states that he has had the problem with the car since 11/11/2005. Customer states that the steering wheel will lock up on him while driving, and he will have to stop the car immediately to avoid an accident. Customer states that he has taken the vehicle into the dealership multiple times, who has now advised him that they cannot fix his car. Customer states that they have replaced multiple components and filed a PuMA case already, with no resolve. Customer states that the dealership has returned his vehicle to him, and state they cannot offer him a loaner or rental because they are not the selling dealer. Customer states that he has been told for the past 4 to 6 weeks that they need to get a factory rep in to look at the car, but that the appointment has not been set. Customer states that he cannot continue to drive the car while waiting for an appointment, because it is a safety hazzard. Customer states that they either need BMW fix the car once and for all, or replace the car with another one. Writer offered to have issue reviewed by management.</p>			
Activity Status:	Done	Activity Updated:	1/24/2006 10:57AM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/24/2006 10:55AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer spoke with Matt Carlson, Assistant Service Manager		
Note Created: 1/24/2006 10:55AM		Note Created By: Beidelman, Jason	Note Type: Dealer Interaction
<p>Matt Carlson, Assistant Service Manager, states that he has been waiting on Bill Wexler, FSE, to respond with a date to look at this car and make a determination. Matt states that the dealership will not offer a loaner or rental, because they did not sell the car. Matt states that he will call Bill Wexler, FSE, today to see when he will be there next.</p>			
Activity Status:	Done	Activity Updated:	1/24/2006 11:04AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/24/2006 11:03AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer sent email to Darlene Hawley, Liaison		
Note Created: 1/24/2006 11:03AM		Note Created By: Beidelman, Jason	Note Type: Market Liaison Escalation

Customer Service Request Detail # 200602400430

<p>1 [REDACTED] 2 roadster 3.0i In Service Date: 8/21/2004 15,000 miles</p> <p>Customer Complaint: Howard Jacobs, stating he is the customer's lawyer, called in with customer on the line as well. Customer states that he has had the problem with the car since 11/11/2005. Customer states that the steering wheel will lock up on him while driving, and he will have to stop the car immediately to avoid an accident. Customer states that he has taken the vehicle into the dealership multiple times, who has now advised him that they cannot fix his car. Customer states that they have replaced multiple components and filed a PuMA case already, with no resolve. Customer states that the dealership has returned his vehicle to him, and state they cannot offer him a loaner or rental because they are not the selling dealer. Customer states that he has been told for the past 4 to 6 weeks that they need to get a factory rep in to look at the car, but that the appointment has not been set. Customer states that he cannot continue to drive the car while waiting for an appointment, because it is a safety hazzard. Customer states that they either need BMW fix the car once and for all, or replace the car with another one. Writer offered to have issue reviewed by management.</p> <p>Service Manager Comments: Matt Carlson, Assistant Service Manager, states that he has been waiting on Bill Wexler, FSE, to respond with a date to look at this car and make a determination. Matt states that the dealership will not offer a loaner or rental, because they did not sell the car. Matt states that he will call Bill Wexler, FSE, today to see when he will be there next. Matt states that Dave Kraft, Service Director, is out in training this week.</p> <p>Other Important Information: Customer has obtained an attorney that he called in with on a conference call, and is prepared to pursue legal action. Customer states that they refuse to wait multiple weeks to see a Factory Rep, and that they need another car to drive in the meantime. Customer is the original owner, but purchased the car from Orange County BMW.</p> <p>Jason L. Beidelman Western Region Market Liaison BMW of North America 800.831.1117 Direct---614.789.7626 Fax---614.789.2484</p>																									
<table style="width:100%; border: none;"> <tr> <td style="width:25%;">Activity Status:</td> <td style="width:25%;">Done</td> <td style="width:25%;">Activity Updated:</td> <td style="width:25%;">1/24/2006 06:12PM</td> </tr> <tr> <td>Activity Type</td> <td>Customer Interaction</td> <td>Activity Updated By:</td> <td>Beidelman, Jason</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Beidelman, Jason</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>1/24/2006 06:12PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Beidelman, Jason</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">Writer spoke with customer and advised him that Matt, Service Advisor, will be contacting Field Engineer to set appt date</td> </tr> </table>		Activity Status:	Done	Activity Updated:	1/24/2006 06:12PM	Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason	Activity Assigned To:	Beidelman, Jason	Email From:		Activity Created:	1/24/2006 06:12PM	Email To:		Activity Created By:	Beidelman, Jason			Activity Description:	Writer spoke with customer and advised him that Matt, Service Advisor, will be contacting Field Engineer to set appt date		
Activity Status:	Done	Activity Updated:	1/24/2006 06:12PM																						
Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason																						
Activity Assigned To:	Beidelman, Jason	Email From:																							
Activity Created:	1/24/2006 06:12PM	Email To:																							
Activity Created By:	Beidelman, Jason																								
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Note Created:	Note Created By:	Note Type:																							

Customer Service Request Detail # 200602400430

Activity Status:	Done	Activity Updated:	1/30/2006 06:07PM
Activity Type	General	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	1/25/2006 05:55PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 1/25/2006 05:55PM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 40800 on Wed Jan 25 17:58:42 EST 2006			
Activity Status:	Done	Activity Updated:	1/27/2006 12:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/27/2006 12:25PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer LM for Tony, SM		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/30/2006 09:28AM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 09:28AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer LM for Tony, SM		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/30/2006 10:33AM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 10:33AM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Tony, SM, states that he is still trying to get a date from Bill Wexler, FSE, to inspect the vehicle		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/30/2006 03:29PM
Activity Type	General	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 03:29PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer spoke with Darlene Hawley, Liaison, who states that she will follow up with Bill Wexler, FSE		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200602400430

Activity Status:	Done	Activity Updated:	1/30/2006 04:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 04:16PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Matt Carlson, Assistant Service Manager, states that they still attempting to get an appointment date for Bill Wexler, FSE, to inspect the car		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/30/2006 05:15PM
Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 05:11PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer spoke with customer and advised him that Dave Craft, Service Director, is working to set Field Team appointment		
Note Created:	1/30/2006 05:11PM	Note Created By:	Beidelman, Jason
		Note Type:	Customer Interaction
Writer spoke with customer and advised him that Dave Craft, Service Director, is working to set Field Team appointment. Writer advised customer to contact Mr. Craft for further details as to appointment date and time.			
Activity Status:	Done	Activity Updated:	1/30/2006 05:58PM
Activity Type	Field Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 05:58PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Bill Wexler, FSE, advised to have customer tow vehicle into center via BMW RA, and have dealer hold it until appointment date on 2/6/06		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/30/2006 05:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 05:59PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Dave Craft, Service Director, is aware vehicle is being towed into dealership and of appointment date		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/30/2006 06:01PM
Activity Type	Customer Interaction	Activity Updated By:	Beidelman, Jason
Activity Assigned To:	Beidelman, Jason	Email From:	
Activity Created:	1/30/2006 06:00PM	Email To:	
Activity Created By:	Beidelman, Jason		
Activity Description:	Writer advised customer to contact BMW RA to have vehicle towed into center who will hold vehicle and put him into alternate transportation until appt		
Note Created:	1/30/2006 06:01PM	Note Created By:	Beidelman, Jason
		Note Type:	Customer Interaction

Customer Service Request Detail # 200602400430

Writer advised customer to contact BMW RA to have vehicle towed into center who will hold vehicle and put him into alternate transportation until appt date. Customer thanked writer and states that he will do so.	
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Customer Service Request Detail # 200604800579

Customer

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

Service Request

Service Request #:	200604800579
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	2/17/2006 09:51AM
Created By:	Grigalunas, Jeremy
Rep Assigned:	Grigalunas, Jeremy
Date Assigned:	2/17/2006 09:51AM
Assigned Dealer:	King BMW
Identified Dealer:	King BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/22/2006 10:10AM
Close Rep:	Grigalunas, Jeremy
Issue Note:	(At dlr) Control issues.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	20,000
Sale:	02/28/04
In Service Date:	02/28/04
Production Date:	02/20/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
2/22/2006	Cld cust. Left VM confirming the info from King. Closed pending cb

Attachments

File Name	Comments

Customer Service Request Detail # 200604800579

Activity Status:	Done	Activity Updated:	2/17/2006 10:03AM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	2/17/2006 09:51AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Control issues.		
Note Created: 2/17/2006 09:52AM		Note Created By: Grigalunas, Jeremy	Note Type: Customer Interaction
<p>Cust stts that he daughter was drving at 75-80 mph and the steering wheel became rigid. Cust stts that her 24 year old daughter lost control of the veh. Cust stts that the daughter was able to pull the veh to the side of the road and stop the veh. Cust stts that the daughter again took the veh to the 75-80 range and sttd that she experienced the same issue. Cust stts that they called RA and had the veh towed to King BMW. Cust stts that the dlr reviewed the veh and checked brakes, steering, and tires. Cust stts that the dlr found no issues or fault codes with the veh. Cust stts that her daughter does not want to drive the veh and longer. Adv cust that we could speak to the SM at King or she could acquire a second opinion from another dlr in the area. Cust inq as to what can happen if there is no fault or duplication. Adv cust that dlr will review again, but for replacement or cancellation of lease as she requested, the issues will have to be replicated or a fault code would have to be stored. Cust stts she would like to hear from the SM at King. Adv cust we would make the call to the SM and req he contact her.</p>			
Activity Status:	Done	Activity Updated:	2/17/2006 04:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	2/17/2006 04:25PM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld dlr for Tom Tullman, SM, about issues. Left VM.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/20/2006 11:40AM
Activity Type	Dealer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	2/20/2006 11:39AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Dlr returned call.		
Note Created: 2/20/2006 11:40AM		Note Created By: Grigalunas, Jeremy	Note Type: Dealer Interaction
<p>Dlr stts that they road tested the veh for 50 miles. Dlr stts that they performed an inspection of the tires, brakes, and suspension and found no issues with the veh.</p>			
Activity Status:	Done	Activity Updated:	2/22/2006 10:10AM
Activity Type	Customer Interaction	Activity Updated By:	Grigalunas, Jeremy
Activity Assigned To:	Grigalunas, Jeremy	Email From:	
Activity Created:	2/22/2006 10:10AM	Email To:	
Activity Created By:	Grigalunas, Jeremy		
Activity Description:	Cld cust. Left VM confirming the info from King.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200607900669

Customer

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

Service Request

Service Request #:	200607900669
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	3/20/2006 09:23AM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	3/20/2006 09:23AM
Assigned Dealer:	Fields BMW
Identified Dealer:	Fields BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/7/2006 11:52AM
Close Rep:	Labatzky, Karen
Issue Note:	compensation for time at the dealer

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 3.0i
Mileage:	12,000
Sale:	04/18/05
In Service Date:	04/18/05
Production Date:	03/11/05

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/24/2006	customer is very pleased with offer and service

Attachments

File Name	Comments
Tagliani (Archived - Click fo	

Customer Service Request Detail # 200607900669

Activity Status:	Done	Activity Updated:	3/20/2006 09:26AM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/20/2006 09:24AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	compensation for time at the dealer		
Note Created: 3/20/2006 09:24AM		Note Created By: Labatzky, Karen	Note Type: Customer Interaction
Customer has not had car for two weeks. They have had to replace the entire power steering. It took a long time to get BMWNA approval.			
Advised will look into it and would get back with him after the repairs are completed.			
Activity Status:	Done	Activity Updated:	3/24/2006 10:28AM
Activity Type	Dealer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/20/2006 05:15PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Left VM for Joe Allegra, SM, (407) 628-2100-please provide details about repair/situation with approval and if he thinks that a lease or half would ok		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/23/2006 03:18PM
Activity Type	General	Activity Updated By:	Bardwell, Judy
Activity Assigned To:	Bardwell, Judy	Email From:	
Activity Created:	3/23/2006 03:18PM	Email To:	
Activity Created By:	Bardwell, Judy		
Activity Description:	update jfb		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/24/2006 10:33AM
Activity Type	Customer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Schutte, Kerry	Email From:	
Activity Created:	3/24/2006 10:26AM	Email To:	
Activity Created By:	Schutte, Kerry		
Activity Description:	CCI for update. Writer advised Karen is waiting to hear back.		
Note Created: 3/24/2006 10:27AM		Note Created By: Schutte, Kerry	Note Type: Customer Interaction
Customer said he picked up the car on Tues and it still wasn't fixed so he brought it back to dealer. Said he hasn't driven the car for 17 days and wants compensation. Writer [REDACTED] dv Karen waiting to hear back from dealer. Customer wants call back @			

Customer Service Request Detail # 200607900669

Activity Status:	Done	Activity Updated:	3/24/2006 04:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/24/2006 02:22PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Joe had left VM on the 21st (while I was out) saying that the car is ready - according to customer, not fixed?		
Note Created: 3/24/2006 02:25PM		Note Created By: Labatzky, Karen	Note Type: Dealer Interaction
Steering Rack and Pinion - specially sent in from PuMA. The car had come back in but was picked up on Thursday evening - dealer had to recode it.			
Joe agreed to half a lease payment. Will e-mail him a copy of the invoice to joe.allegra@fieldsbmw.com			
Note Created: 3/24/2006 03:17PM		Note Created By: Labatzky, Karen	Note Type: Dealer Interaction
half lease payment is \$302.60			
Note Created: 3/24/2006 04:42PM		Note Created By: Labatzky, Karen	Note Type: Dealer Interaction
<p>-----Original Message-----</p> <p>From: Labatzky Karen, SF4-O-13</p> <p>Sent: [REDACTED]:42 PM</p> <p>To: [REDACTED]</p> <p>Subject: [REDACTED]</p> <p><< File: Tagliani.pdf >></p> <p>Here is the customer's invoice, half would be \$302.60. The customer is extremely pleased with your service and the offer. He told me that we have a customer for life!</p> <p>Great job and thanks again for everything.</p> <p>Thank you, Karen Labatzky</p> <p>Customer Relations and Services Representative</p> <p>BMW of North America, LLC BMW Financial Services, LLC 800-831-1117 x6294 VM 614-718-6294 Fax 614-789-7294 karen.labatzky@bmwfs.com</p>			
Activity Status:	Done	Activity Updated:	3/24/2006 04:40PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	3/24/2006 04:37PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Calling customer 407-929-5984 - explained and customer is very happy.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200607900669

Activity Status:	Done	Activity Updated:	4/7/2006 11:52AM
Activity Type	Dealer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/2006 10:51AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	Joe Allegra - SM, 4076282100 - looking for update		

Note Created: 4/7/2006 11:50AM Note Created By: Labatzky, Karen Note Type: Dealer Interaction

Sent 4/5 so he should be getting shortly.

Activity Status:	Done	Activity Updated:	4/7/2006 11:52AM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	4/7/2006 10:52AM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	cust. called in, looking for status		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200617803289

Customer

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

Service Request

Service Request #:	200617803289
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	6/27/2006 07:31PM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	6/27/2006 07:31PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/27/2006 07:32PM
Close Rep:	Hawley, Darlene
Issue Note:	tech - steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	
In Service Date:	06/29/04
Production Date:	05/24/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/27/2006	tech - steering

Attachments

File Name	Comments

Customer Service Request Detail # 200617803289

Activity Status:	Done	Activity Updated:	6/27/2006 07:32PM
Activity Type:	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	herr_lucas@yahoo.com
Activity Created:	6/27/2006 10:02AM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: herr [REDACTED] Subject: Other</p> <p>VIN: 4USBT33554L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 roadster 2.5i</p> <p>ContactBy: Email ContactPhone: ContactTime: email: herr [REDACTED] Comments: [REDACTED] out if BMW has a fix for the binding in the steering system on the Z4 which mine has. A message board suggested looking up PUMA case #5161146 for a similar fault. Sincerely, Marc Lucas CustomerNo: 0 AccountId: [REDACTED]</p> <p>Username: herr [REDACTED] formid: 1001 Vins: 4USBT33554L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	6/27/2006 07:32PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	6/27/2006 07:31PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Other [1-411224342]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200617803289

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4 roadster 2.5i. We were sorry to read of the concerns you have with your vehicle's steering system.

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

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

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 6/27/2006 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33554L [REDACTED]
ModelYear: 2004
MfgNme: BMW
ModelNme: Z4 roadster 2.5i

ContactBy: Email
ContactPhone:
Contact
email: [REDACTED]

Comments: I am trying to find out if BMW has a fix for the binding in the steering system on the Z4 which mine has. A message board suggested looking up PUMA case #5161146 for a similar fault.

[REDACTED] o: 0

AccountId: [REDACTED]

[REDACTED]

formid: 1001
Vins: 4USBT33554L [REDACTED]

Customer Service Request Detail # 200619802504

Customer

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

Service Request

Service Request #:	200619802504
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/17/2006 12:31PM
Created By:	Schutte, Kerry
Rep Assigned:	Schutte, Kerry
Date Assigned:	7/17/2006 12:31PM
Assigned Dealer:	
Identified Dealer:	Valencia BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	7/17/2006 03:47PM
Close Rep:	Schutte, Kerry
Issue Note:	Customer states the steering wheel gets "heavy" when the weather is warm.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	26,000
Sale:	09/24/03
In Service Date:	09/24/03
Production Date:	09/03/03

Code Descriptions

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

Solution Notes

Created	Solution
7/17/2006	Documented complaint.

Attachments

File Name	Comments

Customer Service Request Detail # 200619802504

Activity Status:	Done	Activity Updated:	7/17/2006 03:47PM
Activity Type	Customer Interaction	Activity Updated By:	Schutte, Kerry
Activity Assigned To:	Schutte, Kerry	Email From:	
Activity Created:	7/17/2006 12:32PM	Email To:	
Activity Created By:	Schutte, Kerry		
Activity Description:	Customer states the steering wheel gets "heavy" when the weather is warm.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200620801528

Customer

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

Service Request

Service Request #:	200620801528
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/27/2006 01:16PM
Created By:	Burkland, Laurie
Rep Assigned:	Burkland, Laurie
Date Assigned:	7/27/2006 01:16PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/27/2006 01:19PM
Close Rep:	Burkland, Laurie
Issue Note:	Cust stts steering feels 'sticky' in hot weather. Rq info on SBs re this issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	05/13/06
In Service Date:	04/02/03
Production Date:	03/13/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV09	RECALL/CAMPAIGN CONTACT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/27/2006	Writer advd no recall but there is service measure on issue: B32 201 04. Cust to follow up w/svc ctr.

Attachments

File Name	Comments

Customer Service Request Detail # 200620801528

Activity Status:	Done	Activity Updated:	7/27/2006 01:18PM
Activity Type	Customer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	7/27/2006 01:17PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Cust stts steering feels 'sticky' in hot weather. Rq info on SBs re this issue.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200621902924

Customer

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

Service Request

Service Request #:	200621902924
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/7/2006 05:40PM
Created By:	Mercer, Michael
Rep Assigned:	Mercer, Michael
Date Assigned:	8/7/2006 05:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/7/2006 05:45PM
Close Rep:	Mercer, Michael
Issue Note:	Z4 steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	06/08/04
In Service Date:	06/08/04
Production Date:	05/27/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/7/2006	referred to serv mngr

Attachments

File Name	Comments

Customer Service Request Detail # 200621902924

Activity Status:	Done	Activity Updated:	8/7/2006 05:44PM
Activity Type:	Email - Inbound	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	ajrose60@aol.com
Activity Created:	8/6/2006 10:42PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT53584L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 roadster 3.0i</p> <p>ContactBy: Ema ContactPhone: [REDACTED] Contact email: [REDACTED] Comm: [REDACTED] appy with my electric steering. it is not continuously smooth and hangs up when turning. the service manager at braman palm beach refused to acknowledge that anyone had a problem with the steering on this machine. is this the official position of bmwna? CustomerNo: 0 AccountId: firstName: [REDACTED] [REDACTED] formid: 1001 Vins: 4USBT53584L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	8/7/2006 05:44PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Mercer, Michael	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/7/2006 05:40PM	Email To:	[REDACTED]
Activity Created By:	Mercer, Michael		
Activity Description:	RE: Other [1-428057721]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200621902924

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 Z4. I was sorry to read of the concerns you have with your vehicle's steering system.

Regrettably, we do not have the ability to advise you in a technical matter via e-mail. May I suggest speaking directly with the service manager at your BMW center about the issues you are experiencing with your vehicle. The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com.

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,

Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 8/17/2006 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT53584L [REDACTED]
ModelYear: 2004
MfgNme: BMW
ModelNme: Z4 roadster 3.0i

ContactBy: Ema [REDACTED]
ContactPhone: [REDACTED]
Contact
email: a [REDACTED]

Comments: I am still not happy with my electric steering. it is not continuously smooth and hangs up when turning. the service manager at braman palm beach refused to acknowledge that anyone had a problem with the steering on this machine.
is this the official position of bmwna?

CustomerNo: 0
AccountId: [REDACTED]
[REDACTED]
[REDACTED]
formid: 1001
Vins: 4USBT53584L [REDACTED]

Customer Service Request Detail # 200624803578

Customer

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

Service Request

Service Request #:	200624803578
Brand:	BMW
Type:	eResponse
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	9/5/2006 01:54PM
Created By:	Zartman, Carrie
Rep Assigned:	Zartman, Carrie
Date Assigned:	9/5/2006 01:54PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/5/2006 01:58PM
Close Rep:	Zartman, Carrie
Issue Note:	Sticky Steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	
In Service Date:	05/20/04
Production Date:	11/12/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/5/2006	requesting technical advise about steering issue, referred to dlr.

Attachments

File Name	Comments

Customer Service Request Detail # 200624803578

Activity Status:	Done	Activity Updated:	9/5/2006 01:57PM
Activity Type:	Email - Inbound	Activity Updated By:	Zartman, Carrie
Activity Assigned To:	Zartman, Carrie	Email From:	rvl@alum.rpi.edu
Activity Created:	9/1/2006 09:52AM	Email To:	<occomments@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Sticky Steering		

Note Created:	Note Created By:	Note Type:
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	<p>formid: 1002</p> <p>Comments: I have a 2004 Z4 3.0 whose steering becomes "sticky" when the vehicle has been sitting outdoors during a hot summer day. Under these conditions it is very hard to have smooth steering and vehicle tends to zig-zag as the steering "unsticks". Has anyone experienced this problem and if so, does BMW have a fix for this? Thanks for any info. This has become [REDACTED] this summer.</p> <p>phone: [REDACTED]</p> <p>AccountNo: [REDACTED]</p> <p>VIN: 4USBT53594L [REDACTED]</p> <p>From: [REDACTED]</p> <p>Subject: [REDACTED]</p> <p>RouteCode1:</p> <p>RouteCode2:</p> <p>RouteCode3:</p> <p>Section: Owners' Comments</p> <p>ModelYear: 2004</p> <p>MfgNm: BMW</p> <p>ModelNm: Z4 roadster 3.0i</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>address1: [REDACTED]</p> <p>address2:</p> <p>address3:</p> <p>city: Hixson</p> <p>stat: [REDACTED]</p> <p>[REDACTED]</p> <p>VINS: 4USBT53594L [REDACTED]</p> <p>UserName: [REDACTED]</p> <p>Urgency:</p> <p>Regarding:</p> <p>NetworkScreenName:</p>
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Customer Service Request Detail # 200624803578

Activity Status:	Done	Activity Updated:	9/5/2006 01:57PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Zartman, Carrie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/5/2006 01:54PM	Email To:	[REDACTED]
Activity Created By:	Zartman, Carrie		
Activity Description:	RE: Sticky Steering [1-439302252]		

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

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4 Roadster. We were sorry to learn of the issue with your steering.

Unfortunately, we are not trained in technical matters at this location. We suggest contacting the service team at your authorized BMW center. They would be in the best position to assist with your steering issue. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com.

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

Sincerely,

Carrie Zartman
Customer Relations and Services
Representative

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

[REDACTED] U AM
To: <occomments@bmwusa.com>
Subject: Sticky Steering

formid: 1002

Comments: I have a 2004 Z4 3.0 whose steering becomes "sticky" when the vehicle has been sitting outdoors during a hot summer day. Under these conditions it is very hard to have smooth steering and vehicle tends to zig-zag as the steering "unsticks". Has anyone experienced this problem and if so, does BMW have a fix for this? Thanks for any info. This has become [REDACTED] this summer.

phone: [REDACTED]
Account [REDACTED]
VIN: 4USBT53594L [REDACTED]

From: [REDACTED]
Subject: Sticky Steering

RouteCode1:
...

Customer Service Request Detail # 200624803578

	... RouteCode2: RouteCode3: Section: Owners' Comments ModelYear: 2004 MfgNm: BMW ModelNm: Z4 roadster 3.0i [REDACTED] ContactBy: Empa ContactPhone: [REDACTED] ContactTime: [REDACTED] city: Hixson state [REDACTED] [REDACTED] vins: 4USB1535941 [REDACTED] UserName: [REDACTED] Urgency: Regarding: NetworkScreenName:
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Customer Service Request Detail # 200624901939

Customer

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

Service Request

Service Request #:	200624901939
Brand:	BMW
Type:	eResponse
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	9/6/2006 01:56PM
Created By:	Mercer, Michael
Rep Assigned:	Mercer, Michael
Date Assigned:	9/6/2006 01:56PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/7/2006 09:26AM
Close Rep:	Mercer, Michael
Issue Note:	Technical- steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/23/04
In Service Date:	04/23/04
Production Date:	04/16/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/6/2006	referred to dlr

Attachments

File Name	Comments

Customer Service Request Detail # 200624901939

Activity Status:	Done	Activity Updated:	9/6/2006 01:57PM
Activity Type	Email - Inbound	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	john@johnspiegel.com
Activity Created:	9/5/2006 02:51PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From [REDACTED] Subject: Other</p> <p>VIN: 4USBT53544L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 roadster 3.0i</p> <p>ContactBy: Em [REDACTED] ContactPhone: [REDACTED] Conta [REDACTED] email [REDACTED] Comm [REDACTED] eering issue that is causing the steering to lock while I am driving in very hot weather. This problem has occored 5 or 6 times and has almost cause two accidents. This issus seems to be acknowledged by BMW NA. Many other people with EPS on Z4s have had this fixed through their dealers and BMW NA. Please contact Concours BMW, Glendale WI @ (414) 290-4200 and arrange a replacement for this faulty part.</p> <p>Thank you</p> <p>[REDACTED] CustomerNo: Z231350 AccountId: [REDACTED] 041 [REDACTED] [REDACTED]</p> <p>Vins: 4USBT53544L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	9/6/2006 01:57PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Mercer, Michael	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/6/2006 01:56PM	Email To:	[REDACTED]
Activity Created By:	Mercer, Michael		
Activity Description:	RE: Other [1-440755808]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200624901939

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 Z4. I was sorry to read of the concerns you have with your vehicle's steering.

Regrettably, we do not have access to technical information. I suggest speaking directly with the service manager at your BMW center about the issues you are experiencing with your vehicle. The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com.

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,

Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 9/6/2006 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

[REDACTED]
VIN: 4USBT53544L [REDACTED]
ModelYear: 2004
MfgNm: BMW
ModelNm: Z4 roadster 3.0i

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

Comments: I have an EPS Steering issue that is causing the steering to lock while I am driving in very hot weather. This problem has occurred 5 or 6 times and has almost caused two accidents. This issue seems to be acknowledged by BMW NA. Many other people with EPS on Z4s have had this fixed through their dealers and BMW NA. Please contact Concours BMW, Glendale WI @ (414) 290-4200 and arrange a replacement for this faulty part.

Thank you

[REDACTED]
CustomerNo: Z231350
5041

[REDACTED]
formid: 1001
Vins: 4USBT53544L [REDACTED]

Customer Service Request Detail # 200624901939

Activity Status:	Done	Activity Updated:	9/7/2006 09:26AM
Activity Type:	Email - Inbound	Activity Updated By:	Mercer, Michael
Activity Assigned To:	Mercer, Michael	Email From:	[REDACTED]
Activity Created:	9/7/2006 02:10AM	Email To:	"CustomerRelations@bmw usa.com"
Activity Created By:	Administrator, Siebel		<CustomerRelations@bmw usa.com>
Activity Description:	Re: Other [1-440755808]		

Note Created:	Note Created By:	Note Type:
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Thankyou Customer Relations and Services Representative! Thanks for responding. It's not the answer I wanted, but I guess that's all I can hope to get from a person with the name of "Customer Relations and Services Representative".

[REDACTED]

[REDACTED]

On 6 Sep 2006 13:57:27 -0400, CustomerRelations@bmwusa.com <Customer[REDACTED]s@bmwusa.com> wrote:

> Dear Mr. [REDACTED]

>

> Thank you for contacting BMW of North America, LLC regarding your 2004 Z4. I was sorry to read of the concerns you have with your vehicle's steering.

>

> Regrettably, we do not have access to technical information. I suggest speaking directly with the service manager at your BMW center about the issues you are experiencing with your vehicle. The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or zip code, on our website at www.bmwusa.com.

>

> 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,

>

>

> Customer Relations and Services
> Representative

>

>

> -----Original Message-----

>

> From [REDACTED]

> Sent:

> To: <CustomerRelations@bmwusa.com>

> Subject: Other

>

> From [REDACTED]

> Subject: ...

Customer Service Request Detail # 200624901939

	<p>... Other</p> <p>> VIN: 4USBT53544L[REDACTED]</p> <p>> ModelYear: 2004</p> <p>> MfgNme: BMW</p> <p>> ModelNme: Z4 roadster 3.0i</p> <p>></p> <p>> ContactBy: Em [REDACTED]</p> <p>> ContactPhone: [REDACTED]</p> <p>> Contac [REDACTED]</p> <p>> email: [REDACTED]</p> <p>> Comments: I have an EPS Steering issue that is causing the steering to lock while I am driving in very hot weather. This problem has occurred 5 or 6 times and has almost cause two accidents. This issue seems to be acknowledged by BMW NA. Many other people with EPS on Z4s have had this fixed through their dealers and BMW NA. Please contact Concours BMW, Glendale WI @ (414) 290-4200 and arrange a replacement for this faulty part.</p> <p>></p> <p>> Thank you</p> <p>> [REDACTED]</p> <p>> CustomerNo: Z231350</p> <p>> AccountId: [REDACTED] 041</p> <p>[REDACTED]</p> <p>> formid: 1001</p> <p>> Vins: 4USBT53544L [REDACTED]</p> <p>></p>
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Customer Service Request Detail # 200625503938

Customer

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

Service Request

Service Request #:	200625503938
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/12/2006 07:13PM
Created By:	Labatzky, Karen
Rep Assigned:	Labatzky, Karen
Date Assigned:	9/12/2006 07:13PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/12/2006 07:15PM
Close Rep:	Labatzky, Karen
Issue Note:	steering sticking - waiting for dealer to hear back from engineering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	01/19/06
In Service Date:	09/04/03
Production Date:	03/13/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/12/2006	apologized and logged complaint

Attachments

File Name	Comments

Customer Service Request Detail # 200625503938

Activity Status:	Done	Activity Updated:	9/12/2006 07:15PM
Activity Type	Customer Interaction	Activity Updated By:	Labatzky, Karen
Activity Assigned To:	Labatzky, Karen	Email From:	
Activity Created:	9/12/2006 07:15PM	Email To:	
Activity Created By:	Labatzky, Karen		
Activity Description:	steering sticking - waiting for dealer to hear back from engineering		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200625702074

Customer

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

Service Request

Service Request #:	200625702074
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/14/2006 02:17PM
Created By:	Casa, Keith
Rep Assigned:	Casa, Keith
Date Assigned:	9/14/2006 02:17PM
Assigned Dealer:	
Identified Dealer:	Concours, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	10/4/2006 12:33PM
Close Rep:	Casa, Keith
Issue Note:	Cst states Z4 has steering issue - dealer cannot diagnose

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/23/04
In Service Date:	04/23/04
Production Date:	04/16/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/4/2006	Per Engineering - part being delivered to center. Advised SM to contact customer when part arrives. Spoke with cust - thanked BMW for helping

Attachments

File Name	Comments

Customer Service Request Detail # 200625702074

Activity Status:	Done	Activity Updated:	9/14/2006 02:18PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/14/2006 02:18PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Cst states Z4 has steering issue - dealer cannot diagnose		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/14/2006 02:18PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/14/2006 02:18PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Cst states his veh has steering issue that dealer cannot diagnose - stated he found other complaints on web. Advised cust i will research and call bac		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/18/2006 10:46AM
Activity Type	Corporate Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/18/2006 10:43AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	email to Barbara D - see notes		
Note Created: 9/18/2006 10:43AM		Note Created By: Casa, Keith	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200625702074

From: Casa Keith, (T)
Sent: Monday, September 18, 2006 10:43 AM
To: De Paul Martine [REDACTED] 4-US-A
Subject: Customer [REDACTED] / VIN L [REDACTED] / 2004 Z4 3.0 / 20K / Steering Issue

Hi Barbara,

This customer called in on Ohio stating he has a heat-related steering issue with his 2004 Z4 – on hot days, the steering feels unresponsive and 'loose'. He states the dealer cannot diagnose, as it happens intermittently. He stated that this topic is all over the forums, and is requesting BMW's position with this issue. I looked for myself on some of the forums, and couldn't really find anything.

On another note, customer stated himself that it may be difficult to diagnose, due to his location in Wisconsin. He said it happened a few times this summer, but now with the weather changing, it has been OK.

Have you heard of anything like this?

Keith Casa
Customer Relations and Services
Representative

BMW of North America, LLC
Telephone:
201-263-8226
Fax:
201-930-8484
Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	9/19/2006 10:31AM
Activity Type	Corporate Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/19/2006 10:29AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	email from Barbara D- see notes		

Note Created: 9/19/2006 10:30AM

Note Created By: Casa, Keith

Note Type: Corporate Interaction

From: De Paul Martinez Barbara, V4-US-A-5
Sent: Tuesday, September 19, 2006 10:19 AM
To: Casa Keith, (T)
Subject: RE: Customer [REDACTED] / VIN L [REDACTED] / 2004 Z4 3.0 / 20K / Steering Issue

Hi Keith,

We should be able to help your customer. The person responsible for steering is out today, but I hope I get a response this week as to when can we have a new part for your customer to fix his issue. I'll keep you informed.

Barbara

Customer Service Request Detail # 200625702074

Activity Status:	Done	Activity Updated:	9/21/2006 02:16PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/21/2006 02:16PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	left mesg for customer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/27/2006 12:01PM
Activity Type	Corporate Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/27/2006 12:01PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	email to Barbara D -see notes		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/29/2006 04:33PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	9/29/2006 04:33PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Left VM for customer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/2/2006 09:30AM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	10/2/2006 09:30AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	CCI left VM		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/3/2006 02:01PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	10/3/2006 02:01PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke to cust to get dealer info- advised cust that part will be shipped to center		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200625702074

Activity Status:	Done	Activity Updated:	10/3/2006 02:11PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	10/3/2006 02:06PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Email to Barbara D - see notes		

Note Created: 10/3/2006 02:07PM Note Created By: Casa, Keith Note Type: Customer Interaction

From: Casa Keith, (T)
 Sent: Tuesday, October 03, 2006 2:07 PM
 To: De Paul Martinez Ba S-A-5
 Subject: RE: Customer [REDACTED] / VIN [REDACTED] / 2004 Z4 3.0 / 20K / Steering Issue

Hi Barbara,

Customer just called me back, and his dealer is Concours, Inc. (# 22900) in Milwaukee, WI. I advised the customer that we have a fix, and that we will be shipping it out to the dealer. I will also notify the service manager at Concours.

Thanks again for your help.

Keith

Activity Status:	Done	Activity Updated:	10/3/2006 02:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	10/3/2006 02:10PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Left msg. w/service mgr on customer issue and part being shipped		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/4/2006 12:32PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	10/4/2006 12:32PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke to SM - advised him part being shipped from engineering - PO will be VIN - will contact customer for appt when part arrives		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200627803000

Customer

Name:	Mr. [REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	Raleigh, NC [REDACTED]

Service Request

Service Request #:	200627803000
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	10/5/2006 05:53PM
Created By:	Gammon, Jason
Rep Assigned:	Gammon, Jason
Date Assigned:	10/5/2006 05:53PM
Assigned Dealer:	Performance BMW
Identified Dealer:	Performance BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	10/9/2006 01:39PM
Close Rep:	Gammon, Jason
Issue Note:	cust stts steering issue when warm weather

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	04/16/04
In Service Date:	04/16/04
Production Date:	04/05/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/9/2006	writer advsd cust to contact serv to set up appt to have issue diag. provided number and brian sm's name.

Attachments

File Name	Comments

Customer Service Request Detail # 200627803000

Activity Status:	Done	Activity Updated:	10/5/2006 05:54PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	10/5/2006 05:53PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust stts steering issue when warm weather		
Note Created: 10/5/2006 05:54PM		Note Created By: Gammon, Jason	Note Type: Customer Interaction
cust stts he knows other ppl who have had this issue that has been repaired.			
Activity Status:	Done	Activity Updated:	10/5/2006 06:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	10/5/2006 06:08PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	writer left brian chapman sm vm req cb regarding issue		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	10/9/2006 01:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	10/9/2006 01:38PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	brian left vm, advsd to have cust call to set up appt and will be happy to diag issue.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	10/9/2006 01:38PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	10/9/2006 01:38PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	writer advsd cust to contact serv to set up appt to have issue diag. provided number and brian sm's name.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200628402368

Customer

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

Service Request

Service Request #:	200628402368
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	10/11/2006 03:57PM
Created By:	Macerone, Paul A.
Rep Assigned:	Henrici, Jason
Date Assigned:	10/11/2006 03:57PM
Assigned Dealer:	Bert Smith International
Identified Dealer:	Bert Smith International
Date Resolved:	
Resolve Rep:	
Date Closed:	11/13/2006 11:20AM
Close Rep:	Henrici, Jason
Issue Note:	IDD #14301585 - steering issue - difficult to move - possibly heat related

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	10/09/04
In Service Date:	07/17/03
Production Date:	06/28/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
11/6/2006	Bert Smith confirmed that they received the new steering unit and said they would contact the customer to set up an appointment.
11/13/2006	Customer had repair completed on 11/10 and was satisfied with the way everything went.

Attachments

File Name	Comments

Customer Service Request Detail # 200628402368

Activity Status:	Done	Activity Updated:	11/6/2006 03:17PM
Activity Type	Inquiry	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/11/2006 03:58PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	IDD #14301585 - steering issue - difficult to move - possibly heat related		
Note Created: 10/11/2006 03:58PM		Note Created By: Macerone, Paul A.	
Note Type: Inquiry			
<p>http://bimmer.roadfly.com/bmw/forums/e85/8037432-1.html</p> <p>Author: roberttyfe on 2006-10-08 at 20:28:32 (posted from: Host: cpe-72-185-119-85.tampabay.res.rr.com IP: 72.185.119.85)</p> <p>Subject: Re: Z4 EPS Steering Problems (49 views)</p> <p>Message: Dave M. Can you let me know who at BMWNA you were able to discuss the steering issue with. Can you give me a name and phone number. My dealer says they have not heard of the problem and my call to BMWNA customer service was useless as that person said there was no issue he has ever heard of. Thanks</p>			
Activity Status:	Done	Activity Updated:	10/11/2006 04:00PM
Activity Type	General	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	10/11/2006 03:58PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	POSTED F/U SEE NOTES		
Note Created: 10/11/2006 03:59PM		Note Created By: Macerone, Paul A.	
Note Type: General			
<p>http://bimmer.roadfly.com/bmw/forums/e85/8043310-1.html</p> <p>Author: BMW NA Customer Relations on 2006-10-11 at 15:59:58 (posted from: Host: IP: 63.95.170.150)</p> <p>Subject: Re: Z4 EPS Steering Problems (1 view)</p> <p>Message: I'm with BMW of North America, LLC. I've passed this message on to a BMW NA Customer Relations Representative who will be in touch with you soon.</p>			
Activity Status:	Done	Activity Updated:	10/12/2006 10:57AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/12/2006 10:57AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	left voicemail for customer to call back.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200628402368

Activity Status:	Done	Activity Updated:	10/12/2006 02:45PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/12/2006 02:27PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke with customer, told customer we were going to order a new steering unit for his vehicle. Customer wants repair done at Bert Smith.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/12/2006 03:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/12/2006 03:21PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Left voicemail for service manager asking him to call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/17/2006 03:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/17/2006 03:26PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Sending new steering unit for this customer. Please hold for this customer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/6/2006 03:17PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	10/18/2006 08:15AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created:	10/18/2006 08:15AM	Note Created By:	NET, DCS
			Note Type: Dealer Interaction
Viewed Service Request information: Dealer 93777 on Wed Oct 18 08:15:50 EDT 2006			
Activity Status:	Done	Activity Updated:	10/19/2006 04:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/19/2006 04:16PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Received call from sm, call got disconnected, he stated that they were having trouble with there phones.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200628402368

Activity Status:	Done	Activity Updated:	10/19/2006 04:27PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/19/2006 04:27PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Received Call, i informed SM that we were sending a new steering unit for the customer and asked if he could call and let me kno when they receive it.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/26/2006 02:39PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/26/2006 02:39PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	waiting for dealer to receive the new steering unit for the customer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/30/2006 09:30AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/30/2006 09:30AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Cust called for an update, waiting for new steering unit to arrive at dealership		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/31/2006 10:03AM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	10/31/2006 10:01AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Update on shipment on steering unit- see notes		
Note Created:	10/31/2006 10:03AM	Note Created By:	Henrici, Jason
			Note Type: General

Customer Service Request Detail # 200628402368

From: De Paul Martinez Barbara, V4-US-A-5
 Sent: Tuesday, October 31, 2006 9:46 AM
 To: Gallacher Frank, V4-US-A-22
 Cc: Henrici Jason, (T)
 Subject: LS46364 - Steering Unit - Z4 temperature related complaint
 Importance: High

Hi Frank,

Hope you're doing well.

Sorry to keep on bothering you, but this customer keeps on asking us when can he bring his car to the center to install the new steering unit.

Do you have any updates on the shipping of the steering unit to Bert Smith International?

Thanks so much for your help!

Barbara

Kind Regards,

Barbara De Paul
 Customer Relations and Services
 Internet Communications Manager

Telephone
 (201) 263-8207
 (800) 831-1117 ext. 8207
 Fax
 (866) 690-2969
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	11/1/2006 11:21AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/1/2006 11:21AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	received voicemail from cust, asking for an update on steering unit.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	11/2/2006 11:41AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/2/2006 11:41AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke with cust told him that I am still waiting to hear when the steering unit was sent out and that i would get back to him as soon as i heard.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200628402368

Activity Status:	Done	Activity Updated:	11/3/2006 01:46PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/3/2006 01:46PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	left voicemail for service manager		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/6/2006 08:51AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/6/2006 08:51AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Spoke with SM, he confirmed that they received the new steering unit for the customer and that they would contact customer to set up an appointment.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/7/2006 10:23AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/7/2006 10:23AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke w/ cust told him that dealership has received steering unit and would be in contact with him to set up an appointment.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	11/13/2006 11:16AM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	11/13/2006 11:16AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Spoke with cust, had repair done on 11/10, cust was satisfied with the repair.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200632601917

Customer

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

Service Request

Service Request #:	200632601917
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	11/22/2006 01:01PM
Created By:	Young, Ron
Rep Assigned:	Young, Ron
Date Assigned:	11/22/2006 01:01PM
Assigned Dealer:	
Identified Dealer:	Pacific BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	11/22/2006 01:34PM
Close Rep:	Young, Ron
Issue Note:	cci adv that is power steering went out and he is looking for GW.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	52,403
Sale:	02/14/03
In Service Date:	02/14/03
Production Date:	01/29/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
11/22/2006	spoke with cust- adv that warranty has expired- he had opportunity to purchase ext warranty and didn't advising quote"I did not think I would need it". Pacific and regional reps not willing to assist. adv cust to contact original selling dlr.

Attachments

File Name	Comments

Customer Service Request Detail # 200632601917

Activity Status:	Done	Activity Updated:	11/22/2006 01:15PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	11/22/2006 01:01PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	cci adv that is power steering went out and he is looking for GW.		
Note Created: 11/22/2006 01:02PM		Note Created By: Young, Ron	
Note Type: Customer Interaction			
cust feels BMW has a conspiracy against customers and that once 50,000 miles hit we alert the computer and shut down the vehicle. very off the wall comment. writer adv i would contact dlr for further info. Mr Ward adv AMM/FSE would back him on this.			
Activity Status:	Done	Activity Updated:	11/22/2006 01:15PM
Activity Type	Dealer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	11/22/2006 01:09PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	Ward-SerM- he adv cust took 1st to independant shop- they to Pacific- he did not buy ext warranty and had the option- he did not buy car with this dlr		
Note Created: 11/22/2006 01:14PM		Note Created By: Young, Ron	
Note Type: Dealer Interaction			
Ward-SerM- he adv cust took 1st to independant shop- they to Pacific- he did not buy ext warranty and had the option- he did not buy car with this dlr. Pacific will not participate in GW. cust can try to contact original selling dlr he he chooses to for possible assistance.			
Activity Status:	Done	Activity Updated:	11/22/2006 01:30PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	
Activity Created:	11/22/2006 01:30PM	Email To:	
Activity Created By:	Young, Ron		
Activity Description:	spoke with cust- adv that warranty has expired- he had opportunity to purchase ext warranty and didn't adving quote"I did not think I would need it"		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200705100405

Customer

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

Service Request

Service Request #:	200705100405
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	2/20/2007 09:40AM
Created By:	Macerone, Paul A.
Rep Assigned:	Henrici, Jason
Date Assigned:	2/20/2007 09:51AM
Assigned Dealer:	Grand Traverse Auto Company
Identified Dealer:	Grand Traverse Auto Company
Date Resolved:	
Resolve Rep:	
Date Closed:	6/11/2007 03:09PM
Close Rep:	Henrici, Jason
Issue Note:	IDD #14490723 - steering issue - temperature related

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	08/02/03
In Service Date:	08/02/03
Production Date:	07/28/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/11/2007	Customer has appointment on June 19th for repair.

Attachments

File Name	Comments

Customer Service Request Detail # 200705100405

Activity Status:	Done	Activity Updated:	4/25/2007 04:26PM
Activity Type	Inquiry	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	2/20/2007 09:42AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	IDD #14490723 - steering issue - temperature related		

Note Created: 2/20/2007 09:42AM

Note Created By: Macerone, Paul A.

Note Type: Inquiry

<http://bimmer.roadfly.com/bmw/forums/e85/8247361-1.html>

Author: jaskispyder on 2007-02-08 at 08:42:01 (posted from: Host: IP: 198.110.216.29)

Subject: same issue (34 views)

Message: I have the same problem living in the cooler climates. Only on the real hot days or if I run my heater on high (for an hour or so).

My dealer said the same thing. Never heard of it. I will be following up with them this summer and getting them to fix it. BMW has dropped the ball on this.

Yes, I have contacted BMWNA and they said talk to the dealer. Dealer said they never heard of this issue and to bring it in. Well, I live 3 hours from the dealer. So... I have to take a day off of work, drive 6 hours, and then PROVE that this is an issue.

BMWNA should just do a recall when the car comes in for service. This is poor quality service.

Activity Status:	Done	Activity Updated:	2/20/2007 09:45AM
Activity Type	General	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	2/20/2007 09:43AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	posted f/u. SEE NOTES		

Note Created: 2/20/2007 09:45AM

Note Created By: Macerone, Paul A.

Note Type: General

<http://bimmer.roadfly.com/bmw/forums/e85/8267278-1.html>

Author: BMW NA Customer Relations on 2007-02-20 at 09:45:05 (posted from: Host: IP: 63.95.170.150)

Subject: Re: same issue (1 view)

Message: I'm with BMW of North America, LLC. I've passed this message on to a BMW NA Customer Relations Representative who will be in touch with you soon.

Customer Service Request Detail # 200705100405

Activity Status:	Done	Activity Updated:	2/22/2007 01:54PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	2/22/2007 01:54PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Called work # customer no longer works there.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/1/2007 04:24PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/1/2007 04:24PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called customers home # no answer will call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/8/2007 03:34PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/8/2007 03:34PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke with customer, informed him that i would order a new steering unit and have it sent to his dealer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/12/2007 03:35PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/12/2007 03:34PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	See Notes		
Note Created: 3/12/2007 03:34PM		Note Created By: Henrici, Jason	
		Note Type: General	

Customer Service Request Detail # 200705100405

From: Henrici Jason, (T)
Sent: Monday, March 12, 2007 4:34 PM
To: De Paul Martinez Barbara, V4-US-A-5
Subject: RE: Z4 Steering Issue in Hot Weather Customer

Barbara,

I spoke to the Customer on Thursday. I informed him that we would order a new steering unit and have it sent to the dealer. Here is his information.

Customer - [REDACTED]
VIN - [REDACTED]
Dealership - Grand Traverse Auto Company (Michigan)

Jason

From: De Paul Martinez Barbara, V4-US-A-5
Sent: Monday, March 12, 2007 4:27 PM
To: Henrici Jason, (T)
Subject: Z4 Steering Issue in Hot Weather Customer

[REDACTED]

You haven't got back to me on your Z4 customer that needed a fix for the steering issue on hot weather. I remember the SR was assigned weeks ago. Can you please give me an update on this case?

Thanks.

Barbara

Activity Status:	Done	Activity Updated:	3/14/2007 11:27AM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/14/2007 11:26AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	See Notes		

Note Created: 3/14/2007 11:27AM Note Created By: Henrici, Jason Note Type: General

Customer Service Request Detail # 200705100405

From: De Paul Martinez Barbara, V4-US-A-5
 Sent: Wednesday, March 14, 2007 9:14 AM
 To: Henrici Jason, (T)
 Subject: FW: Z4 Steering Issue in Hot Weather Customer

Jason,

Please see Frank's email below. Please advise the center to submit a PuMA case for authorization to replace the EPS (Electronic Power Steering).

Also, update the customer to what is going to be done.

Barbara

From: Gallacher Frank, V4-US-A-22
 Sent: Tuesday, March 13, 2007 6:09 PM
 To: De Paul Martinez Barbara, V4-US-A-5
 Subject: RE: Z4 Steering Issue in Hot Weather Customer

Barbara,

The center should submit a PuMA case. Only the updated part is available. The Hotline will give the center the authorization to replace the EPS.

Frank

From: De Paul Martinez Barbara, V4-US-A-5
 Sent: Tuesday, March 13, 2007 10:10 AM
 To: Gallacher Frank, V4-US-A-22
 Subject: FW: Z4 Steering Issue in Hot Weather Customer

Hi Frank,

I thought we wouldn't get any more of these cases, but we got this new one recently. This Z4 customer has the compliant regarding the "sticky" steering issue on hot weather.

Could you please help me get an improved EPS unit for this customer? Should the center submit a PuMA case for this issue first? (I saw that Service Measure 32 201 04 is not in TIS anymore, but I couldn't find any SIB or Measure related to this topic.)

Custo [redacted] e - [redacted]
 VIN - [redacted]
 Dealership - Grand Traverse Auto Company (Michigan)

Thanks for your help!

Barbara

Activity Status:	Done	Activity Updated:	3/15/2007 01:58PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/15/2007 01:58PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	left message for SM to call back		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200705100405

Activity Status:	Done	Activity Updated:	3/21/2007 02:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/21/2007 02:37PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	line was busy will call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/23/2007 12:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/23/2007 12:13PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	received call, informed them that cust has issue with steering unit and needs to have EPS replaced. asked them to submit puma case for authorization.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/30/2007 03:26PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	3/30/2007 03:26PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	waiting for dealer to confirm that they have received authorization to replace EPS unit.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/6/2007 02:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	4/6/2007 02:35PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Called dealer - no answer will call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/25/2007 04:00PM
Activity Type	Email - Inbound	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Henrici, Jason	Email From:	jaskispyder@rocketmail.com
Activity Created:	4/16/2007 11:30AM	Email To:	<ProductQuestions@bmwu sa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200705100405

	<p>4/16/2007 10:28:04 AM</p> <p>[REDACTED]</p> <p>City: Sault Ste Marie State: [REDACTED]</p> <p>[REDACTED]</p> <p>Available From: 9 A.M. Eastern Time until 4 P.M. Second Phone: Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time Fax:</p> <p>Model: Z4 Year: 2003 VIN:</p> <p>Date Purchased: Purchased From: Grand Traverse BMW State: MI</p> <p>Servicing Dealer: Grand Traverse BMW City: Sault Ste Marie State: MI</p> <p>Question: about 2 months ago a rep. from BMW called me letting me know that BMW will have a new steering column shipped to my service center. I have not heard anything since this time and I was wondering if you could provide an update on this.</p> <p>Thank you Jason</p>
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Activity Status:	Done	Activity Updated:	4/25/2007 03:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/25/2007 03:59PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	left VM for Steve(SM) to CB ASAP to discuss customers issue.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/25/2007 04:06PM
Activity Type	Customer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/25/2007 04:06PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	spoke to customer. let him know that i will be looking into the status of his issue. he thanked me for call		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200705100405

Activity Status:	Done	Activity Updated:	4/26/2007 04:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/26/2007 04:10PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	spoke to Steve. He let me know that he knows of the bulletin and will get the ball rolling on ordering the parts and contacting the customer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/2/2007 10:32AM
Activity Type	Dealer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/26/2007 04:11PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	Spoke to Steve. I am waiting for confirmation on contacting the customer to setup and appointment and ordering the parts to have replaced.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/8/2007 02:57PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/8/2007 02:57PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called steve no answer will call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/14/2007 03:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/14/2007 03:42PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke to steve, he wasnt at the dealership, he said he would talk to advisor and get an update on customer, said to call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/14/2007 04:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/14/2007 04:20PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called steve for update, left message for a call back.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200705100405

Activity Status:	Done	Activity Updated:	5/17/2007 03:07PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/17/2007 03:07PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke to SM steve, all the parts have arrived at dealership, they have informed customer and are waiting for him to schedule an appointment.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/4/2007 02:43PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	5/18/2007 07:16PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created:	5/18/2007 07:16PM	Note Created By:	NET, DCS
		Note Type:	Dealer Interaction
Viewed Service Request information: Dealer 16807 on Fri May 18 19:16:50 EDT 2007			
Activity Status:	Done	Activity Updated:	5/22/2007 08:50AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/22/2007 08:50AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Received vm from steve, they are still waiting for the customer to get back to them and set up an appointment.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/31/2007 09:51AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/31/2007 09:51AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Received message from Marty Gates saying customer has scheduled appointment for june 19th he is leaving car overnight and they are providing a loaner.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/8/2007 12:12PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/8/2007 12:12PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Customer has an appointment on June 19th for the repair.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200705203248

Customer

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

Service Request

Service Request #:	200705203248
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	2/21/2007 04:23PM
Created By:	Gammon, Jason
Rep Assigned:	Gammon, Jason
Date Assigned:	2/21/2007 04:23PM
Assigned Dealer:	
Identified Dealer:	Braman BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/23/2007 11:41AM
Close Rep:	Gammon, Jason
Issue Note:	Products and Services

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	12/30/04
In Service Date:	04/30/03
Production Date:	04/09/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
2/22/2007	refrd to dlr
2/23/2007	jorge ci, advsd to refr cust to s motors for fse or to contact him to look at veh again at his serv center.

Attachments

File Name	Comments

Customer Service Request Detail # 200705203248

Activity Status:	Done	Activity Updated:	2/21/2007 04:26PM
Activity Type:	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	[REDACTED]
Activity Created:	2/20/2007 11:19AM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
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	<p>2/20/2007 10:17:25 AM</p> <p>[REDACTED]</p> <p>City: Miami State: [REDACTED]</p> <p>Day Phone: Available From: 9 A.M. Eastern Time until 7 P.M. Second Phone: Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time Fax:</p> <p>Model: Z4 Year: [REDACTED] VIN: [REDACTED]</p> <p>Date Purchased: 01-03-2005 Purchased From: The BMW Store State: OH</p> <p>Servicing Dealer: Braman BMW City: Miami State: FL</p> <p>Question: Dear Sirs, I am requesting that you send a technician Braman BMW to help resolve an issue with my Z4's steering that no one has been able to resolve. I have take the vehicle in for the same problem manny times and the problem persists. The problem is a very serious safety issue, it pertains to the steering wheel locking up as the vehicle is being driven. The steering locks up and must be jerked in order to steer the vehicle. This condition is a safety hazard that has prevented me from using and otherwise enjoying my vehicle. I am asking that you send a technician or a person who is more familiar with this problem in order to resolve this safety issue. My vehicle is currently at Bramna BMW in Miami, Florida. Please contact me at (305) 801-7198 as soon as possible.</p> <p>[REDACTED]</p>
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Customer Service Request Detail # 200705203248

Activity Status:	Done	Activity Updated:	2/21/2007 04:26PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/21/2007 04:23PM	Email To:	[REDACTED]
Activity Created By:	Gammon, Jason		
Activity Description:	RE: Products and Services [1-509912102]		

Note Created:	Note Created By:	Note Type:
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Hi [REDACTED]

Thanks for contacting MINI regarding your 2003 Z4's steering issue. I apologize for the frustration and inconvenience you have experienced with this vehicle.

I am researching your situation, and I will be contacting you shortly with further information. I appreciate your patience in the interim.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-866-275-6464, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

LET'S MOTOR.
Jase x7916
MINI Customer Relations and Services Representative
866.ASK.MINI (866.275.6464)

-----Original Message-----
From: [REDACTED]
Sent: 2/20/2007 10:00 AM
To: <ProductQuestions@bmwusa.com>
Subject: Products and Services

2/20/2007 10:17:25 AM
[REDACTED]

City: Miami
State: [REDACTED]

Day Phone:
Available From: 9 A.M. Eastern Time until 7 P.M.
Second Phone:
Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time
Fax:

Model: Z4
Year: 2
VIN: L [REDACTED]

...

Customer Service Request Detail # 200705203248

	<p>... Date Purchased: 01-03-2005 Purchased From: The BMW Store State: OH</p> <p>Servicing Dealer: Braman BMW City: Miami State: FL</p> <p>Question: Dear Sirs, I am requesting that you send a technician Braman BMW to help resolve an issue with my Z4's steering that no one has been able to resolve. I have take the vehicle in for the same problem many times and the problem persists. The problem is a very serious safety issue, it pertains to the steering wheel locking up as the vehicle is being driven. The steering locks up and must be jerked in order to steer the vehicle. This condition is a safety hazard that has prevented me from using and otherwise enjoying my vehicle. I am asking that you send a technician or a person who is more familiar with this problem in order to resolve this safety issue. My vehicle is currently at Bramna BMW in Miami, Florida. Please contact me at (305) 801-7198 as soon as possible.</p> <div style="background-color: black; width: 50px; height: 20px; margin-top: 5px;"></div>
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Activity Status: Done	Activity Updated: 2/21/2007 05:49PM
Activity Type: Dealer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/21/2007 05:48PM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: lvm for jorge to cb to see if can facilitate fse appt.	

Note Created:	Note Created By:	Note Type:
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Activity Status: Done	Activity Updated: 2/22/2007 01:59PM
Activity Type: Dealer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/22/2007 01:59PM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: l2vm req cb.	

Note Created:	Note Created By:	Note Type:
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Activity Status: Done	Activity Updated: 2/22/2007 02:49PM
Activity Type: Dealer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/22/2007 02:45PM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: jorge ci, see notes.	

Note Created: 2/22/2007 02:46PM	Note Created By: Gammon, Jason	Note Type: Dealer Interaction
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jorge advsd cust complained of vibration at highway speeds, reprd back to south motors.

Customer Service Request Detail # 200705203248

Activity Status:	Done	Activity Updated:	2/22/2007 03:00PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/22/2007 02:53PM	Email To:	[REDACTED]
Activity Created By:	Gammon, Jason		
Activity Description:	BMW NA Outgoing Email [1-511005806]		

Note Created:	Note Created By:	Note Type:
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	<p>Dear Mr. [REDACTED]</p> <p>As previously stated, I was happy to look into your issue. Again, I apologize for any inconvenience you've experienced with this vehicle.</p> <p>I just spoke with Jorge, the service manager at Braman BMW. He advised you recently picked up your vehicle from their service department. In addition, he advised you are taking the vehicle to South Motors for follow-up on the current repair issue.</p> <p>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.</p> <p>Sincerely,</p> <p>Jase x7916 Customer Relations and Services Representative</p>
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Activity Status:	Done	Activity Updated:	2/22/2007 05:48PM
Activity Type	Customer Interaction	Activity Updated By:	Bowden, Andrew
Activity Assigned To:	Bowden, Andrew	Email From:	
Activity Created:	2/22/2007 05:48PM	Email To:	
Activity Created By:	Bowden, Andrew		
Activity Description:	CCI- xfer to Jase VM		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/22/2007 05:58PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	2/22/2007 05:58PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	TRANS TO VM		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200705203248

Activity Status:	Done	Activity Updated:	2/23/2007 09:44AM
Activity Type:	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	[REDACTED]
Activity Created:	2/22/2007 06:15PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: BMW NA Outgoing Email [1-511005806]		

Note Created:	Note Created By:	Note Type:
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Mr. Jase,

The vehicle is still at Braman BMW because they claim that they can not duplicate the problem, I am willing to go back there in person and show them the problem. However I did the same at South Motors and they have failed to fix the problem. Is it possible to have someone there from BMW-NA to see the problem. I am just getting the run around from everywhere I take this vehicle. This is very uncharacteristic of BMW service.

Please let me know what to do.

[REDACTED]

----- Original Message -----
From: [REDACTED] <[REDACTED]@bmwusa.com>
To: [REDACTED]
Sent: Thursday, February 22, 2007 3:00 PM
Subject: BMW NA Outgoing Email [1-511005806]

> Dear Mr. [REDACTED]

>

> As previously stated, I was happy to look into your issue. Again, I apologize for any inconvenience you've experienced with this vehicle.

>

> I just spoke with Jorge, the service manager at Braman BMW. He advised you recently picked up your vehicle from their service department. In addition, he advised you are taking the vehicle to South Motors for follow-up on the current repair issue.

>

> 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.

>

> Sincerely,

>

> Jase x7916
> Customer Relations and Services
> Representative

>

Customer Service Request Detail # 200705203248

Activity Status:	Done	Activity Updated:	2/23/2007 09:44AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/23/2007 09:25AM	Email To:	[REDACTED]
Activity Created By:	Gammon, Jason		
Activity Description:	RE: BMW NA Outgoing Email [1-511005806]		

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

I apologized once again to hear of your issues. As previously stated, I am happy to assist.

I left a voicemail requesting a call back for t [REDACTED] nager jorge. As soon as I receive a reply, I will be happy to give you a call at [REDACTED]. In addition, I did receive your voicemails today as well. Your issue has my prompt attention. I will let you know ASAP when I hear back from the service manager.

If there are further questions I can assist with in the interim, please feel free to drop me an e-mail or give me a call. I would be happy to lend a hand.

LET'S MOTOR.
Jase x7916
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 2/23/2007 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: BMW NA Outgoing Email [1-511005806]

Mr. Jase,

The vehicle is still at Braman BMW because they claim that they can not duplicate the problem, I am willing to go back there in person and show them the problem. However I did the same at South Motors and they have failed to fix the problem. Is it possible to have someone there from BMW-NA to see the problem. I am just getting the run around from everywhere I take this vehicle. This is very uncharacteristic of BMW service.

Please let me know what to do.

[REDACTED]

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

From: [REDACTED] ations@bmwusa.com>
To: [REDACTED]
Sent: Thursday, February 22, 2007 3:00 PM
Subject: BMW NA Outgoing ...

Customer Service Request Detail # 200705203248

	<p>... Email [1-511005806]</p> <p>> Dear Mr [REDACTED]</p> <p>></p> <p>> As previously stated, I was happy to look into your issue. Again, I apologize for any inconvenience you've experienced with this vehicle.</p> <p>></p> <p>> I just spoke with Jorge, the service manager at Braman BMW. He advised you recently picked up your vehicle from their service department. In addition, he advised you are taking the vehicle to South Motors for follow-up on the current repair issue.</p> <p>></p> <p>> 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.</p> <p>></p> <p>> Sincerely,</p> <p>></p> <p>> Jase x7916 > Customer Relations and Services > Representative</p>
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Activity Status: Done	Activity Updated: 2/23/2007 11:11AM
Activity Type: Dealer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/23/2007 11:11AM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: I3vm for jorge to cb	

Note Created:	Note Created By:	Note Type:
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Activity Status: Done	Activity Updated: 2/23/2007 11:40AM
Activity Type: Dealer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/23/2007 11:40AM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: jorge ci, advsd to refr cust to s motors for fse or to contact him to look at veh again at his serv center.	

Note Created:	Note Created By:	Note Type:
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Activity Status: Done	Activity Updated: 2/23/2007 11:41AM
Activity Type: Customer Interaction	Activity Updated By: Gammon, Jason
Activity Assigned To: Gammon, Jason	Email From:
Activity Created: 2/23/2007 11:41AM	Email To:
Activity Created By: Gammon, Jason	
Activity Description: advsd jorge ci, advsd to refr cust to s motors for fse or to contact him to look at veh again at his serv center.	

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200707400892

Customer

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

Service Request

Service Request #:	200707400892
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	3/15/2007 10:46AM
Created By:	Collins, Dan
Rep Assigned:	Casa, Keith
Date Assigned:	3/15/2007 01:47PM
Assigned Dealer:	
Identified Dealer:	Concours, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	3/19/2007 04:24PM
Close Rep:	Casa, Keith
Issue Note:	Refer to SR 200633101623

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/23/04
In Service Date:	04/23/04
Production Date:	04/16/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/15/2007	wrtr spoke to Keith Casa in CORE. cust got back to him today, Keith has closed out thinking that part had been sent to dealer and repair done, he will take over again.
3/19/2007	Advised cust to call Concours and schedule appt for repair. Spoke to SM - advised of PUMA case for repair. Cust thanked for call

Attachments

File Name	Comments

Customer Service Request Detail # 200707400892

Activity Status:	Done	Activity Updated:	3/15/2007 10:47AM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	3/15/2007 10:47AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	Refer to SR 200633101623		
Note Created: 3/15/2007 10:47AM		Note Created By: Collins, Dan	
Note Type: Customer Interaction			
cust stts he has yet to hear anything regarding getting the steering part for his Z4. cust stts he has been dealing with Doug and Keith.			
Activity Status:	Done	Activity Updated:	3/15/2007 01:46PM
Activity Type	Corporate Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	3/15/2007 10:47AM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	Email to Doug C.		
Note Created: 3/15/2007 10:48AM		Note Created By: Collins, Dan	
Note Type: Corporate Interaction			
Doug,			
Mr. [REDACTED] ci regarding a steering part for his Z4. He sttd he was dealing with yourself and Keith [REDACTED] e issue. Would you mind following up to find out what the delay on getting the part is? He said he has been waiting nearly 6 months.			
He can be reached at [REDACTED]			
Thanks,			
Activity Status:	Done	Activity Updated:	3/15/2007 11:34AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/15/2007 11:34AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Trans to VM.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	3/15/2007 12:09PM
Activity Type	Customer Interaction	Activity Updated By:	Roberts, Bryane
Activity Assigned To:	Roberts, Bryane	Email From:	
Activity Created:	3/15/2007 12:09PM	Email To:	
Activity Created By:	Roberts, Bryane		
Activity Description:	CCI for some kind of update, getting pretty frustrated. Writer advd would contact Keith and Doug for assistance.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200707400892

Activity Status:	Done	Activity Updated:	3/15/2007 12:10PM
Activity Type	Corporate Interaction	Activity Updated By:	Roberts, Bryane
Activity Assigned To:	Roberts, Bryane	Email From:	
Activity Created:	3/15/2007 12:10PM	Email To:	
Activity Created By:	Roberts, Bryane		
Activity Description:	EM to Keith and Doug re cust call		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	3/15/2007 12:23PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Roberts, Bryane	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/15/2007 12:18PM	Email To:	[REDACTED]
Activity Created By:	Roberts, Bryane		
Activity Description:	As requested [1-520121723]		

Note Created:	Note Created By:	Note Type:
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	<p>Dear Mr. [REDACTED]</p> <p>Thank you for your call today. Your information has been forwarded to several representatives for additional assistance and review.</p> <p>Doug will be contacting you as soon as possible. We appreciate your patience in the interim.</p> <p>If you have any further questions, please reply to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.</p> <p>Sincerely,</p> <p>Bryane</p> <p>Customer Relations and Services Representative</p>
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Activity Status:	Done	Activity Updated:	3/15/2007 01:08PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	3/15/2007 01:08PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci with curr phne 414.962.9025		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200707400892

Activity Status:	Done	Activity Updated:	3/15/2007 01:45PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	3/15/2007 01:45PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr spk to Keith casa, he will call cust back this afternoon		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/15/2007 02:50PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/15/2007 02:50PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	CCI left VM		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/16/2007 02:50PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	3/16/2007 02:50PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx wanted to speak with keith.. xferd to keith's ext..		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/2007 12:22PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 12:22PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	VM from cust requesting update		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/2007 02:22PM
Activity Type	Customer Interaction	Activity Updated By:	Bowden, Andrew
Activity Assigned To:	Bowden, Andrew	Email From:	
Activity Created:	3/19/2007 02:22PM	Email To:	
Activity Created By:	Bowden, Andrew		
Activity Description:	CCI- wanted to know if K. Casa is aval. adv. he is not.... offered vm, cust declined, wanted CR email.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200707400892

Activity Status:	Done	Activity Updated:	3/21/2007 07:28PM
Activity Type	Email - Inbound	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	[REDACTED]
Activity Created:	3/19/2007 02:37PM	Email To:	<Customerrelations@bmw usa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Keith Casa		

Note Created:	Note Created By:	Note Type:
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	<p>VIN: 4USBT53544L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 roadster 3.0i</p> <p>No one has contacted me about the issue of the steering problem. You (Keith) told me in September of 2006 that you had a part that was to be sent to my dealer (Concours BMW) and that they would call me when it was in. They have not received a part, call or any information from you or BMWNA. It has been six(6) months now! Can you please send an email to let me know what is going on with this issue?</p> <p>Here are some outtakes from some car forums about the same issue:</p> <p>_____</p> <p>2004 BMW Z4 Customer Complaints</p> <p>Problem:WHEN TEMPERATURES ARE ABOVE 80F THE STEERING STICKS AND REQUIRES MORE INPUT TO OVERCOME THE RESISTANCE. ONCE IT OVERCOMES THE RESISTANCE IT OVER CORRECTS SO THAT YOU HAVE A ZIG ZAG DRIVING PATTERN. I WAS TOLD BMW IS AWARE BUT THERE IS NO FIX ALTHOUGH ONLINE MESSAGE BOARDS STATE MANY HAVE HAD THEIR CARS REPAIRED. *NM</p> <p>Problem:WHEN THE CAR SITS IN DIRECT SUNLIGHT FOR AN EXTENDED PERIOD OF TIME THE STEERING BECOMES DIFFICULT TO CONTROL WITH NO CENTER BALANCE. THE ONLY WAY TO CORRECT THIS ISSUE IS TO PARK THE CAR IN THE SHADE AND WAIT FOR THE STEERING TO RETURN TO NORMAL. *JB</p> <p>Problem:IN HOT WEATHER OR AFTER VEHICLE HAS BEEN LEFT IN SUN FOR A FEW HOURS STEERING BECOMES STICKY AND JERKY. MUST APPLY EXCESSIVE FORCE AND CONSTANTLY OVERCORRECT TO KEEP CAR ON COURSE. EXTREMELY DIFFICULT TO ENTER AND EXIT SLIGHT TURNS, CHANGE LANES, ETC. *JB</p> <p>Problem:MY BMW Z4 YR. 2004 DURING HOT WEATHER SEEMS TO HAVE ...</p>
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Customer Service Request Detail # 200707400892

... A STEERING PROBLEM. YHE STEERING STICKS AND FEEL NOTCHY, ON THE HIGHWAY IT ALMOST CAUSED A ACCIDENT DUE TO TRY ING TO STEER AND OVER COMPINSATING. THANK YOU

Problem:IN VERY HOT HOT WEATHER THE STEERING BECOMES DANGEROUSLY OFF-CENTER.

Problem:PROBLEM: EPS STEERING GETS VERY STICKY AFTER CAR HAS SAT IN DIRECT SUNLIGHT FOR A FEW HOURS. MINOR STEERING CORRECTIONS ARE NEARLY IMPOSSIBLE. PROBLEM CLEARS UP AFTER CAR HAS BEEN GARAGED FOR A COUPLE HOURS AND ALLOWED TO COOL. THIS PROBLEM MAKES THE CAR FEEL VERY UNSAFE TO DRIVE. I AM CONSTANTLY WORRIED IT MIGHT FAIL ENTIRELY AT SOME POINT - HOPEFULLY NOT WHILE I AM DRIVING IT. PROBLEM WAS FIRST NOTICED AT THE END OF SUMMER LAST YEAR (2004). CAR WAS PURCHASED IN JULY. THIS YEAR, IT HAS BEGUN ALREADY (SINCE MID-APRIL 2005).

Picked up my car... which had a chance to sit out in the 90F heat for a few hours before I picked it up. Second I drove it off, I could tell the steering was sticking again... and even worse than before... the car had a mind of its own.

Good news is, when my service guy got back from lunch, he and the shop foreman went for a drive and were pretty taken back at how bad it was. They had a talk with the technician, who swore it wasn't doing it earlier. So long story short, it's back in the shop to hunt down this elusive bug.

Subject:

Re: Steering Problems (the continuing saga)

(106 views)

Message: Mine was fixed...it took BMWNA sending a new steering column to the dealer and replacing the original, but it appears to be fixed. That was about 9 months ago and we haven't experienced the problem again. So, there is a fix and BMWNA is aware of it. I don't know if the difference in the steering columns has been incorporated into the newer cars, but I would assume so.

Subject:

A couple thoughts

(124 views) ...

Customer Service Request Detail # 200707400892

...

Message: I would imagine that you have informed your dealer about the problem. It is a known problem with a known fix. I filed a online complaint of the problem with the NHTSA website and, evidently, BMW NA got my VIN# from them, traced it to my dealership, and sent replacement parts to them, all without further prodding from either me, nor the dealership.

Replacement was performed and I have yet to experience the problem again.

If you are not receiving satisfaction from the dealership, try the NHTSA online board.

Subject:

Mine has been fixed....

(166 views)

Message:

Mine has been fixed by BMW a few months ago. My dealership called it into BMWNA and they made and shipped a part that has so far seem to have fixed my sticky steering issue.

Could this be the fix:

Replacement of Steering Column
32-30-6-772-421
Replacement of Bolt for Steering Column
23-30-1-094-716
Steering/Column/Gear replaced with Updated version Due to Binding



Customer Service Request Detail # 200707400892

Activity Status:	Done	Activity Updated:	3/19/2007 04:08PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 04:08PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	VM for customer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/2007 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 04:13PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke to customer - advised I spoke to the SM at Concours and requested that he contact the center for appt - see notes		
Note Created: 3/19/2007 04:18PM		Note Created By: Casa, Keith	
		Note Type: Customer Interaction	
Cust said he will contact Concours for appointment and thanked for calling			
Activity Status:	Done	Activity Updated:	3/19/2007 04:19PM
Activity Type	Corporate Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 04:19PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke with Barbara D/Engineering - advised of PUMA case for steering issue		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/2007 04:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 04:20PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke w/SM Vic Frazell at Concours Motors - advised of customer issue, PUMA process for issue, and that I will contact customer		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/19/2007 04:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	3/19/2007 04:23PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Email to SM Vic Frazell at Concours Motors - on customer issue and repair - see notes		
Note Created: 3/19/2007 04:23PM		Note Created By: Casa, Keith	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 200707400892

From: Casa Keith, (T)
Sent: Monday, March 19, 2007 4:23 PM
To: 'vfrazzell@concom.com'
Subject: Customer [REDACTED] / VIN LT26533 / 2004 Z4 / Steering Issue

Hello Vic,

Nice talking with you today.

As we discussed, this customer is looking to resolve a heat-related steering issue in his Z4.

[REDACTED]
VIN LT [REDACTED] / 2004 Z4

I was able to contact Mr. [REDACTED] today, and advised him to contact Concours for an appointment. Per our Engineering department, a PUMA case has to be opened, and the hotline will advise you on the parts needed for the repair.

Thanks again for your help.

Best regards,

Keith Casa
Customer Relations and Services
Representative

BMW of North America, LLC
Telephone:
201-263-8226
Fax:
201-930-8484
Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 200709402144

Customer

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

Service Request

Service Request #:	200709402144
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	4/4/2007 02:28PM
Created By:	Coil, Jarrod
Rep Assigned:	Casa, Keith
Date Assigned:	4/4/2007 02:33PM
Assigned Dealer:	Concours, Inc.
Identified Dealer:	Concours, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	4/18/2007 11:43AM
Close Rep:	Casa, Keith
Issue Note:	still no part, refer to SR# 200633101623

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	04/23/04
In Service Date:	04/23/04
Production Date:	04/16/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
4/18/2007	Customer appointment today at Concours BMW to address Heat-related steering issue. Confirmed with Scott at Concours BMW

Attachments

File Name	Comments

Customer Service Request Detail # 200709402144

Activity Status:	Done	Activity Updated:	4/4/2007 02:33PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	4/4/2007 02:28PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	still no part, refer to SR# 200633101623 - xfered to Keith Casa		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/4/2007 02:36PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/4/2007 02:36PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke to customer - advised I will research and follow up		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/5/2007 11:29AM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/5/2007 11:29AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Email to SM at Concours on Puma case -see notes		

Note Created: 4/5/2007 11:29AM	Note Created By: Casa, Keith	Note Type: Dealer Interaction
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<p>From: Casa Keith, (T) Sent: Thursday, April 05, 2007 11:29 AM To: 'vfrazzell@concours Subject: FW: Customer [REDACTED] / VIN [REDACTED] / 2004 Z4 / Steering Issue Importance: High</p> <p>Hello Vic,</p> <p>Hope all is well.</p> <p>I got a call from Mr. Spiegel today-he states he is still waiting for this repair. Were you able to open up a PUMA case for this one yet? He is asking for part availability information, which I don't have.</p> <p>Thanks again for your help.</p> <p>Best regards,</p> <p>Keith Casa BMW NA 201-263-8226</p>	
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Customer Service Request Detail # 200709402144

Activity Status:	Done	Activity Updated:	4/10/2007 11:59AM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/10/2007 11:59AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Left VM for Vic Frazzell - SM Concour Motors on customer issue / Puma Case		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/13/2007 12:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/13/2007 12:25PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	VM for Vic Frazzell at BMW Concour		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/13/2007 12:36PM
Activity Type	Customer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/13/2007 12:36PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	VM for customer		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/13/2007 12:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/13/2007 12:37PM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	2nd email to Vic Frazzell / SM Concour BMW for assistance -see notes		
Note Created:	Note Created By:	Note Type:	
Note Created: 4/13/2007 12:37PM	Note Created By: Casa, Keith	Note Type: Dealer Interaction	

Customer Service Request Detail # 200709402144

From: Casa Keith, (T)
Sent: Friday, April 13, 2007 12:37 PM
To: 'vfrazzell@concoors' / VIN L [REDACTED] / 2004 Z4 / Steering Issue
Subject: FW: Customer [REDACTED] / VIN L [REDACTED] / 2004 Z4 / Steering Issue

Hi Vic,

I just left you a voicemail on this customer – were you able to bring him in for an appointment?

Thanks again for your help.

Keith Casa
BMW NA
201-263-8226

Activity Status:	Done	Activity Updated:	4/18/2007 11:42AM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/18/2007 11:39AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Spoke to Scott - SM at Concoors BMW - cust coming in today - requesting Puma case for steering issue		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/18/2007 11:42AM
Activity Type	Dealer Interaction	Activity Updated By:	Casa, Keith
Activity Assigned To:	Casa, Keith	Email From:	
Activity Created:	4/18/2007 11:42AM	Email To:	
Activity Created By:	Casa, Keith		
Activity Description:	Email to Scott / SM Concoors BMW - on Puma case - see notes		

Note Created: 4/18/2007 11:42AM	Note Created By: Casa, Keith	Note Type: Dealer Interaction
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From: Casa Keith, (T)
Sent: Wednesday, April 18, 2007 11:42 AM
To: 'sleitzke@concoorsm' / VIN L [REDACTED] / 2004 Z4 / Steering Issue
Subject: FW: Customer [REDACTED] / VIN L [REDACTED] / 2004 Z4 / Steering Issue

Hi Scott,

Thanks for your help with this – below is the email trail between me and Vic.

If you have any questions, please let me know.

Thanks,

Keith Casa
BMW NA
201-263-8226

Customer Service Request Detail # 200710000929

Customer

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

Service Request

Service Request #:	200710000929
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	4/10/2007 11:18AM
Created By:	Macerone, Paul A.
Rep Assigned:	Macerone, Paul A.
Date Assigned:	4/23/2007 10:07AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/26/2007 02:34PM
Close Rep:	Macerone, Paul A.
Issue Note:	IDD #14613706 - Temperature related steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	01/19/06
In Service Date:	05/07/03
Production Date:	04/15/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
4/26/2007	Sent Postcard. Closed pending call back.

Attachments

File Name	Comments
Webber postcard (Archived)	

Customer Service Request Detail # 200710000929

Activity Status:	Done	Activity Updated:	4/23/2007 03:26PM
Activity Type	Inquiry	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/10/2007 11:19AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	IDD #14613706 - Temperature related steering issue		
Note Created: 4/10/2007 11:19AM		Note Created By: Macerone, Paul A.	
Note Type: Inquiry			
<p>http://bimmer.roadfly.com/bmw/forums/e85/8341352-1.html</p> <p>Author: ToBluZ4 on 2007-04-03 at 12:54:22 (posted from: Host: pool-72-78-100-188.phlpa.fios.verizon.net IP: 72.78.100.188)</p> <p>Subject: Steering Problem? (114 views) (221 thread views)</p> <p>Message: It was a beautiful day yesterday here in the East. I left my 03 Z4 out in the sun for most of the day and when I next drove it I experience the notched or sticky steering problem. I recall this problem was extensively discussed in the past. At the time a website was recommended for reporting this problem to get action from BMW. Does anybody recall the website. I seem to recall it was something like PUMA. 2.5i Toledo Blue, Beige Leather, Black Top, Pre. Pack, Auto. Wood Trim- The First State</p>			
Activity Status:	Done	Activity Updated:	4/10/2007 11:22AM
Activity Type	General	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/10/2007 11:20AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	posted f/u. SEE NOTES		
Note Created: 4/10/2007 11:21AM		Note Created By: Macerone, Paul A.	
Note Type: General			
<p>http://bimmer.roadfly.com/bmw/forums/e85/8353795-1.html</p> <p>Author: BMW NA Customer Relations on 2007-04-10 at 11:21:29 (posted from: Host: IP: 63.95.170.150)</p> <p>Subject: Re: Steering Problem? (1 view)</p> <p>Message: I'm with BMW of North America, LLC. I've passed this message on to a BMW NA Customer Relations Representative who will be in touch with you soon.</p>			
Activity Status:	Done	Activity Updated:	4/23/2007 03:26PM
Activity Type	Customer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/23/2007 03:26PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	called listed number, no voicemail option. no answer.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200710000929

Activity Status:	Done	Activity Updated:	4/25/2007 04:20PM
Activity Type	Customer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/25/2007 04:18PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	called listed number, still no answer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/26/2007 02:13PM
Activity Type	Customer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/26/2007 02:13PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	called only listed number. no answer. will send postcard.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/26/2007 02:33PM
Activity Type	Customer Interaction	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	4/26/2007 02:33PM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	sent postcard. SEE ATTACHMENT		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200712401466

Customer

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

Service Request

Service Request #:	200712401466
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	5/4/2007 11:42AM
Created By:	Macerone, Paul A.
Rep Assigned:	Henrici, Jason
Date Assigned:	5/4/2007 11:50AM
Assigned Dealer:	
Identified Dealer:	Russel BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/21/2007 01:00PM
Close Rep:	Henrici, Jason
Issue Note:	IDD #14677955 - possible sticky steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	10/25/03
In Service Date:	10/25/03
Production Date:	09/18/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/21/2007	Customer has not called back with any further issues

Attachments

File Name	Comments

Customer Service Request Detail # 200712401466

Activity Status:	Done	Activity Updated:	5/7/2007 02:37PM
Activity Type	Inquiry	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/4/2007 11:43AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	IDD #14677955 - possible sticky steering issue		

Note Created: 5/4/2007 11:44AM Note Created By: Macerone, Paul A. Note Type: Inquiry

<http://forums.bimmerforums.com/forum/showthread.php?t=740414>

05-01-2007, 10:44 PM
 BlackSapphireZ
 Member Join Date: Nov 2006
 Location: Maryland
 Cars: 2003 BMW Z4 2.5i Sport
 Posts: 48

iTrader: (0)

sticky steering

the STICKY STEERING everyone was talking about, i experienced it today
 only about 70 some degrees but sun was shining and on a black car, it baked the inside of the engine bay

anyway i was driving and making a 90degree turn and i felt it stick and let lose

I took it to the dealership before warranty was over back in november or so and of course they could not duplicate the issue. they did promise to fix it once it gets warmer and they could replicate the problem

Does anyone have the TSB for the sticky steering that I can take to the dealership?

Thanks!

Activity Status:	Done	Activity Updated:	5/4/2007 11:46AM
Activity Type	General	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	5/4/2007 11:44AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	posted f/u SEE NOTES		

Note Created: 5/4/2007 11:46AM Note Created By: Macerone, Paul A. Note Type: General

Customer Service Request Detail # 200712401466

http://forums.bimmerforums.com/forum/showthread.php?p=9439270#post9439270			
<p>Today, 11:46 AM BMW NA Member Join Date: Sep 2002 Location: NJ Posts: 57</p> <p>iTrader: (0) Link your Zoints profile [?]</p> <p>Quote: Originally Posted by BlackSapphireZ the STICKY STEERING everyone was talking about, i experienced it today only about 70 some degrees but sun was shining and on a black car, it baked the inside of the engine bay anyway i was driving and making a 90degree turn and i felt it stick and let lose I took it to the dealership before warranty was over back in november or so and of course they could not duplicate the issue. they did promise to fix it once it gets warmer and they could replicate the problem Does anyone have the TSB for the sticky steering that I can take to the dealership? Thanks! I'm with BMW of North America, LLC. I've passed this message on to a BMW NA Customer Relations Representative who will be in touch with you soon.</p> <p>BMW NA Customer Relations</p>			
Activity Status:	Done	Activity Updated:	5/7/2007 02:36PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/7/2007 02:36PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called customers cell # and left vm for a call back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/2007 03:34PM
Activity Type	Customer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/7/2007 03:31PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	received call from customer - see note		
Note Created: 5/7/2007 03:32PM		Note Created By: Henrici, Jason	
		Note Type: Customer Interaction	
<p>he has sticky steering issue with his vehicle is afraid dealer wont help because he is out of warranty, customer first brought up issue with dealer back in november but they couldnt reproduce back then bc it was cold outside. customer is worried issue will become more frequent now that the weather is getting warmer.</p>			

Customer Service Request Detail # 200712401466

Activity Status:	Done	Activity Updated:	5/14/2007 03:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/14/2007 03:48PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called dealer left message for call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/18/2007 03:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/18/2007 03:38PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	left message for SM to call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/25/2007 02:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/25/2007 02:30PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called dealer no answer		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/31/2007 03:54PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	5/31/2007 03:54PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	will try getting in contact with SM tomorrow.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/5/2007 01:51PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/5/2007 01:49PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke with SM - see notes		
Note Created:	6/5/2007 01:50PM	Note Created By:	Henrici, Jason
		Note Type:	Dealer Interaction

Customer Service Request Detail # 200712401466

spoke with SM told him that customer is experiencing a sticky steering issue. He stated that he would contact customer and have him come in and they would provide him a loaner car.			
Activity Status:	Done	Activity Updated:	6/12/2007 02:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/12/2007 02:47PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called for an update on customer left message for a call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/15/2007 02:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/15/2007 02:19PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called for an update on customer left message for SM to call back.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/18/2007 08:56AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/18/2007 08:55AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke to SM - see notes		
Note Created:	6/18/2007 08:55AM	Note Created By:	Henrici, Jason
		Note Type:	Dealer Interaction
Customer has not been in for steering issue, SM said he would call to set up an appointment.			
Activity Status:	Done	Activity Updated:	6/18/2007 10:06AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/18/2007 10:06AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Customer just dropped car off at dealership - said they would call back with an update.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200712401466

Activity Status:	Done	Activity Updated:	6/25/2007 03:33PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/25/2007 03:33PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	called dealer for an update on customers vehicle left vm for sm.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/26/2007 10:21AM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	6/26/2007 10:18AM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	spoke to SM - see notes		
Note Created: 6/26/2007 10:19AM		Note Created By: Henrici, Jason	
		Note Type: Dealer Interaction	
SM stated that they are trying to reproduce the problem, have not seen any sticking with the steering wheel. Said the only fault is the steering angle sensor. Stated that maybe customer will have to go for drive and show them the problem. They are contacting the customer to get more information about his complaint.			
Activity Status:	Done	Activity Updated:	7/3/2007 03:08PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	7/3/2007 03:08PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	waiting for update on customers vehicle.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/10/2007 03:24PM
Activity Type	General	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	7/10/2007 03:24PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	have not received update from SM will try calling tomorrow to get update on customers vehicle.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/17/2007 02:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Henrici, Jason
Activity Assigned To:	Henrici, Jason	Email From:	
Activity Created:	7/17/2007 02:42PM	Email To:	
Activity Created By:	Henrici, Jason		
Activity Description:	Called Dealership - could not get through to SM		

Customer Service Request Detail # 200712401466

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: General		Activity Updated: 7/24/2007 04:06PM			
Activity Assigned To: Henrici, Jason		Activity Updated By: Henrici, Jason			
Activity Created: 7/24/2007 04:06PM		Email From:			
Activity Created By: Henrici, Jason		Email To:			
Activity Description: Dealer was working with customer on issue have not gotten update on progress.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/1/2007 03:45PM			
Activity Assigned To: Henrici, Jason		Activity Updated By: Henrici, Jason			
Activity Created: 8/1/2007 03:45PM		Email From:			
Activity Created By: Henrici, Jason		Email To:			
Activity Description: called dealer could not get through to SM.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/7/2007 10:41AM			
Activity Assigned To: Henrici, Jason		Activity Updated By: Henrici, Jason			
Activity Created: 8/7/2007 10:41AM		Email From:			
Activity Created By: Henrici, Jason		Email To:			
Activity Description: left vm for customer					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 8/14/2007 03:57PM			
Activity Assigned To: Henrici, Jason		Activity Updated By: Henrici, Jason			
Activity Created: 8/14/2007 03:57PM		Email From:			
Activity Created By: Henrici, Jason		Email To:			
Activity Description: called customer no answer					
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200716404332

Customer

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

Service Request

Service Request #:	200716404332
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/13/2007 06:51PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Bogdanovitch, Jason
Date Assigned:	6/13/2007 06:51PM
Assigned Dealer:	Tischer BMW of Silver Spring
Identified Dealer:	Tischer BMW of Silver Spring
Date Resolved:	
Resolve Rep:	
Date Closed:	6/14/2007 05:19PM
Close Rep:	Bogdanovitch, Jason
Issue Note:	Steering sticking not safe to drive.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	20,000
Sale:	01/31/04
In Service Date:	01/31/04
Production Date:	01/26/04

Code Descriptions

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

Solution Notes

Created	Solution
6/14/2007	SM resolving the issue.

Attachments

File Name	Comments

Customer Service Request Detail # 200716404332

Activity Status:	Done	Activity Updated:	6/13/2007 06:59PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	6/13/2007 06:52PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Steering sticking not safe to drive.		
Note Created: 6/13/2007 06:52PM		Note Created By: Bogdanovitch, Jason	Note Type: Customer Interaction
<p>The customer advised that the steering sticks in the center position. The dealership not able to duplicate the issue. The customer has looked on line and there is a number of complaint with the NHTSA that states a similar issue.</p> <p>return phone # [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	6/13/2007 06:58PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	6/13/2007 06:58PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Left Steve Grey SM a vm		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/14/2007 09:24AM
Activity Type	Dealer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	6/14/2007 09:24AM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	Left message for Steve Grey		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/14/2007 05:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	6/14/2007 05:07PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Spoke to SM Steve Grey		
Note Created: 6/14/2007 05:15PM		Note Created By: Bogdanovitch, Jason	Note Type: Dealer Interaction
<p>Steve SM ordered parts to resolve the steering issue. Parts Kevin Hall is SA and steering column is on order. hte vehicle will not be ready until next week.</p>			

Customer Service Request Detail # 200716404332

Activity Status:	Done	Activity Updated:	6/14/2007 05:19PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	6/14/2007 05:19PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Advised dealership will resolve issues.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200721902208

Customer

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

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	06/27/05
In Service Date:	06/27/05
Production Date:	12/03/04

Service Request

Service Request #:	200721902208
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/7/2007 01:41PM
Created By:	Picciano, Karie
Rep Assigned:	Picciano, Karie
Date Assigned:	8/7/2007 01:41PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/7/2007 01:44PM
Close Rep:	Picciano, Karie
Issue Note:	cust has inactive steering column

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/7/2007	wtr advsd cust to spk with SM at BMW center to discuss concerns

Attachments

File Name	Comments

Customer Service Request Detail # 200721902208

Activity Status:	Done	Activity Updated:	8/7/2007 01:44PM
Activity Type	Email - Inbound	Activity Updated By:	Picciano, Karie
Activity Assigned To:	Picciano, Karie	Email From:	dunavant-ent@sbcglobal.net
Activity Created:	8/6/2007 12:59PM	Email To:	<ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Products and Services		

Note Created:	Note Created By:	Note Type:
		<p>8/6/2007 11:58:07 AM</p> <p>[REDACTED]</p> <p>City: St. Louis State: [REDACTED]</p> <p>[REDACTED] Eastern Time until 7 P.M.</p> <p>Second Phone: Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time Fax:</p> <p>Model: Z4 3.0s Year: [REDACTED] VIN: [REDACTED]</p> <p>Date Purchased: 01/25/2007 Purchased From: n/a State: IL</p> <p>Servicing Dealer: n/a City: St. Louis State:</p> <p>Question: Hello, I have a inactive steering column in this 05 Z4. Mileage is under 5000. The yellow light is active and the car is very difficult to steer. I've taken this car to two repair shops. They both mentioned that the steering column has NO communications. I researched a nummerious amount of issues under roadfly. I checked into a part# 32306766486. BMW says the column costs \$2900.00 plus labor plus all other parts. Further more these local shops sound like they don't want to get involved unless this falls under a recall or warranty. This car has to be repaired. My wife has been driving the car. She already lightly wrecked the car. Now we can't get a M [REDACTED] ftey inspection. I need to be correctly advised on this matter. Thank you, [REDACTED]</p>

Activity Status:	Done	Activity Updated:	8/7/2007 01:44PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Picciano, Karie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/7/2007 01:41PM	Email To:	[REDACTED] et
Activity Created By:	Picciano, Karie		
Activity Description:	RE: Products and Services [1-589781293]		

Customer Service Request Detail # 200721902208

Note Created:	Note Created By:	Note Type:
		<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding your 2005 BMW Z4 Roadster. I was sorry to read of the concerns you have with your vehicle's steering column.</p> <p>We do not have the ability to advise you in a technical matter via e-mail. I suggest speaking directly with the service manager at your authorized BMW center about the issues you are experiencing with your vehicle. The service manager at your BMW center has access to BMW engineering and regional representatives who are in the best position to review your vehicle and discuss your concerns. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or ZIP code, on our website at www.bmwusa.com.</p> <p>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.</p> <p>Sincerely,</p> <p>Karie Adams Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 8/6/2007 11:58:07 AM To: <ProductQuestions@bmwusa.com> Subject: Products and Services</p> <p>8/6/2007 11:58:07 AM</p> <p>[REDACTED]</p> <p>City: St. Louis State: [REDACTED]</p> <p>[REDACTED] Eastern Time until 7 P.M.</p> <p>Second Phone: Available From: 9 A.M. Eastern Time until 9 A.M. Eastern Time Fax:</p> <p>Model: Z4 3.0s Year: [REDACTED] VIN: [REDACTED]</p> <p>Date Purchased: 01/25/2007 Purchased From: n/a State: IL</p> <p>....</p>

Customer Service Request Detail # 200721902208

	<p>...</p> <p>Servicing Dealer: n/a City: St. Louis State:</p> <p>Question: Hello, I have an inactive steering column in this 05 Z4. Mileage is under 5000. The yellow light is active and the car is very difficult to steer. I've taken this car to two repair shops. They both mentioned that the steering column has NO communications. I researched a number of issues under roadfly. I checked into a part# 32306766486. BMW says the column costs \$2900.00 plus labor plus all other parts. Further more these local shops sound like they don't want to get involved unless this falls under a recall or warranty. This car has to be repaired. My wife has been driving the car. She already lightly wrecked the car. Now we can't get a M [REDACTED] fey inspection. I need to be correctly advised on this matter. Thank you, [REDACTED]</p>
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Customer Service Request Detail # 200722902663

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	06/14/04
In Service Date:	06/14/04
Production Date:	04/27/04

Service Request

Service Request #:	200722902663
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/17/2007 02:35PM
Created By:	Burkland, Laurie
Rep Assigned:	Burkland, Laurie
Date Assigned:	8/17/2007 02:35PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/17/2007 02:38PM
Close Rep:	Burkland, Laurie
Issue Note:	Other

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/17/2007	Refrrd to dlr for tech advice on steering.

Attachments

File Name	Comments

Customer Service Request Detail # 200722902663

Activity Status:	Done	Activity Updated:	8/17/2007 02:37PM
Activity Type:	Email - Inbound	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	ghowell@wcpss.net
Activity Created:	8/17/2007 02:17PM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT33514LS [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 Roadster 2.5i</p> <p>ContactBy: Ema [REDACTED] ContactPhone: [REDACTED] Contac [REDACTED] email: [REDACTED] Comm [REDACTED] at the TSB's for my car and I was wondering if BMW has found a fix for the steering problem with high tempraturs and jerky steering CustomerNo: 0 AccountId: [REDACTED] [REDACTED] [REDACTED]</p> <p>formid: 1001 Vins: 4USBT33514L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	8/17/2007 02:37PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Burkland, Laurie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/17/2007 02:35PM	Email To:	[REDACTED]
Activity Created By:	Burkland, Laurie		
Activity Description:	RE: Other [1-596335565]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200722902663

Dear Ms. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4. We were sorry to read of the concerns you have with your vehicle's steering.

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

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

Sincerely,

Laurie Burkland
Customer Relations and Services
Representative

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

[REDACTED] 7/17/2007 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33514L [REDACTED]
ModelYear: 2004
MfgNme: BMW
ModelNme: Z4 Roadster 2.5i

ContactBy: Email
e: [REDACTED]

Comments: I have looked at the TSB's for my car and I was wondering if BMW has found a fix for the steering problem with high tempratur and jerky steering

CustomerNo: 0
AccountId: [REDACTED]

Vins: 4USBT33514L [REDACTED]

Customer Service Request Detail # 200723205729

Customer

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

Service Request

Service Request #:	200723205729
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/20/2007 08:37PM
Created By:	Collins, Dan
Rep Assigned:	Collins, Dan
Date Assigned:	8/20/2007 08:37PM
Assigned Dealer:	
Identified Dealer:	Century BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/20/2007 08:39PM
Close Rep:	Collins, Dan
Issue Note:	cust stts electric power steering failed.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	06/11/05
In Service Date:	01/16/04
Production Date:	12/10/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/20/2007	wrtr advsd cust the best source for technical info would probably be the SM at the dealer, and provided name

Attachments

File Name	Comments

Customer Service Request Detail # 200723205729

Activity Status:	Done	Activity Updated:	8/20/2007 08:39PM
Activity Type	Customer Interaction	Activity Updated By:	Collins, Dan
Activity Assigned To:	Collins, Dan	Email From:	
Activity Created:	8/20/2007 08:38PM	Email To:	
Activity Created By:	Collins, Dan		
Activity Description:	cust stts electric power steering failed.		
Note Created: 8/20/2007 08:38PM		Note Created By: Collins, Dan	Note Type: Customer Interaction
cust inquiring where they can find more info on electric steering, as their advsr did not know. wrtr advsd cust the best source for technical info would probably be the SM at the dealer, and provided name. cust stts he would start there.			

Customer Service Request Detail # 200723302193

Customer

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

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage:
 Sale: 07/07/07
 In Service Date: 06/03/03
 Production Date: 04/16/03

Service Request

Service Request #: 200723302193
 Brand: BMW
 Type: Complaint
 Source: Email-Inbound
 Current Status: Closed
 Date Opened: 8/21/2007 01:19PM
 Created By: Picciano, Karie
 Rep Assigned: Picciano, Karie
 Date Assigned: 8/21/2007 01:19PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 8/21/2007 01:20PM
 Close Rep: Picciano, Karie
 Issue Note: cust dissat with steering in Z4

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/21/2007	wtr advsd cust to contact dlr for diagnosis

Attachments

File Name	Comments

Customer Service Request Detail # 200723302193

Activity Status:	Done	Activity Updated:	8/21/2007 01:20PM
Activity Type	Email - Inbound	Activity Updated By:	Picciano, Karie
Activity Assigned To:	Picciano, Karie	Email From:	jeffpratt22@cablelynx.com
Activity Created:	8/21/2007 10:22AM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
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From: [REDACTED]
Subject: Vehicle Products

VIN: 4USBT33443L [REDACTED]
ModelYear: 2003
MfgNm: BMW
ModelNm: Z4 Roadster 2.5i

ContactBy: Ema [REDACTED]
ContactPhone: [REDACTED]
Contac [REDACTED]
email: [REDACTED]

Comm [REDACTED] th the steering on my Z4. Whenever my car is left in the sun for hours, the steering seems loose and the best way to describe it would be it sticks when i turn. It is very unsafe when I am driving at any normal speed, and if I hit a bump in the road it is extremely hard to control. I have read online that is a known issue with this model, but no recall has been placed yet. It is easily reproducible especially in Arkansas when it is 100+ everyday in the summer. I have also looked on the NHTSA website and their are numerous reports of this same problem. This is an extreme safety issue, and I would hope that I do not get in an accident because I could easily prove in court this is a safety issue with the vehicle itself. One of the documented cases is listed in the PUMA Case number: 5387507 - 3231091. i would like resolution of this ASAP before my families safety is compromised, and legal action takes place.

CustomerNo: 0
AccountId: [REDACTED]
[REDACTED]
[REDACTED]
formid: 1001
Vins: 4USBT33443L [REDACTED]

Activity Status:	Done	Activity Updated:	8/21/2007 01:20PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Picciano, Karie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/21/2007 01:19PM	Email To:	[REDACTED]
Activity Created By:	Picciano, Karie		
Activity Description:	RE: Vehicle Products [1-600920338]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200723302193

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2003 BMW Z4 Roadster. We were sorry to read of the concerns you have with your vehicle's steering.

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

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

Sincerely,

Karie Adams
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 8/21/2007 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33443L [REDACTED]
ModelYear: 2003
MfgNme: BMW
ModelNme: Z4 Roadster 2.5i

ContactBy: Ema [REDACTED]
ContactPhone: [REDACTED]
Conta [REDACTED]
email [REDACTED]

Comments: I am having issues with the steering on my Z4. Whenever my car is left in the sun for hours, the steering seems loose and the best way to describe it would be it sticks when i turn. It is very unsafe when I am driving at any normal speed, and if I hit a bump in the road it is extremely hard to control. I have read online that is a known issue with this model, but no recall has been placed yet. It is easily reproducible especially in Arkansas when it is 100+ everyday in the summer. I have also looked on the NHTSA website and their are numerous reports of this same problem. This is an extreme safety issue, and I would hope that I do not get in an accident because I could easily prove in court this is a safety issue with the vehicle itself. One of the documented cases is listed in the PUMA Case number: 5387507 - 3231091. i would like resolution of this ASAP before my families safety is compromised, and legal action takes place.

CustomerNo: ...

Customer Service Request Detail # 200723302193

	... 0 Accountid: [REDACTED] [REDACTED] formid: 1001 Vins: 4USBT33443 [REDACTED]
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Customer Service Request Detail # 200724203269

Customer

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

Service Request

Service Request #: 200724203269
 Brand: BMW
 Type: Inquiry
 Source: Phone
 Current Status: Closed
 Date Opened: 8/30/2007 04:09PM
 Created By: Coil, Jarrod
 Rep Assigned: Coil, Jarrod
 Date Assigned: 8/30/2007 04:09PM
 Assigned Dealer: Wyoming Valley BMW
 Identified Dealer: Wyoming Valley BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 9/4/2007 05:28PM
 Close Rep: Coil, Jarrod
 Issue Note: cci seeking asst with steering electrical repair

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage: 35,000
 Sale: 06/12/03
 In Service Date: 06/12/03
 Production Date: 10/26/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/4/2007	adv cust that SM is researching goodwill request. adv SA Julie would be following up with any avail goodwill offer.

Attachments

File Name	Comments

Customer Service Request Detail # 200724203269

Activity Status:	Done	Activity Updated:	8/30/2007 04:11PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/30/2007 04:10PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci seeking asst with steering electrical repair		
Note Created: 8/30/2007 04:10PM		Note Created By: Coil, Jarrod	
Note Type: Customer Interaction			
cust stts repair is going to cost \$1900.00 on steering issue. writer apologized for issue and adv would contact SM to discuss any possibilities of goodwill.			
Activity Status:	Done	Activity Updated:	8/30/2007 04:15PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/30/2007 04:15PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	left VM for SM Rich LENAHAN		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/4/2007 10:10AM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	9/4/2007 10:10AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	cci for update -- took message for Jarrod Coil -- please cb 570-510-3519		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/4/2007 03:48PM
Activity Type	Dealer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/4/2007 03:48PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with SM Rich who stts he is researching veh history and will come up with figure for partial asst on repair		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/4/2007 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/4/2007 05:27PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	adv cust that SM is researching goodwill request. adv SA Julie would be following up with any avail goodwill offer.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200725603968

Customer

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

Service Request

Service Request #:	200725603968
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/13/2007 05:41PM
Created By:	Roach, Casey
Rep Assigned:	Roach, Casey
Date Assigned:	9/13/2007 05:41PM
Assigned Dealer:	BMW of Des Moines
Identified Dealer:	BMW of Des Moines
Date Resolved:	
Resolve Rep:	
Date Closed:	9/19/2007 02:26PM
Close Rep:	Coil, Jarrod
Issue Note:	Problem with steering sticking during turns in hot weather.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	8,800
Sale:	10/07/03
In Service Date:	10/07/03
Production Date:	09/25/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/17/2007	Referred to Jeff, svc mgr, to schedule visit with FSE.
9/19/2007	writer adv to stay in contact with SM Jeff to make arrangements for veh appt with reg rep.

Attachments

File Name	Comments

Customer Service Request Detail # 200725603968

Activity Status:	Done	Activity Updated:	9/13/2007 05:44PM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	9/13/2007 05:42PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Problem with steering sticking during turns in hot weather.		
Note Created: 9/13/2007 05:42PM		Note Created By: Roach, Casey	
Note Type: Customer Interaction			
Customer states he has been in previously for the steering sticking while turning; however, it only occurs in hot weather. Customer got the vehicle to replicate the problem for the dealer at least once, and the technician was able to identify the problem. Customer states the dealer is now telling him that the FSE needs to drive the car before they can authorize replacement warranty. Writer agreed to research and follow up in a day or two on cell# [REDACTED]			
Activity Status:	Done	Activity Updated:	9/17/2007 12:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	9/17/2007 12:24PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Message with receipt. to Jeff Stiehm, svc mgr, for help.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/17/2007 12:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Stern, Rebecca
Activity Assigned To:	Stern, Rebecca	Email From:	
Activity Created:	9/17/2007 12:42PM	Email To:	
Activity Created By:	Stern, Rebecca		
Activity Description:	Jeff, SM ci, see notes		
Note Created: 9/17/2007 12:44PM		Note Created By: Stern, Rebecca	
Note Type: Dealer Interaction			
Jeff sttd dlr doesnt want to discount cust's issue, dlr just wants to verify issue. FSE was out this past month, jeff sttd he discussed this with h [REDACTED] he does want to drive the car himself and verify the cust's issue. [REDACTED] Jeff sttd cust is aware of hold up bc SM doesnt know the FSE schedule for next month, doesnt have it. Jeff sttd he can reiterate that to the customer.			
Activity Status:	Done	Activity Updated:	9/17/2007 03:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	9/17/2007 03:18PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Spoke to Jeff, svc mgr, for update.		
Note Created: 9/17/2007 03:18PM		Note Created By: Roach, Casey	
Note Type: Dealer Interaction			

Customer Service Request Detail # 200725603968

Spoke to Jeff, svc mgr, who verified that they never were able to reproduce the complaint. Jeff states the shop foreman test drove the vehicle, but they are not sure they were able to replicate the concern. Jeff also states the customer was not present during the shop foreman's test drive, so they were unable to clearly identify if this was the correct concern he mentioned. Jeff states they are waiting for the FSE's itinerary to schedule the appt for next month.			
Activity Status:	Done	Activity Updated:	9/17/2007 03:30PM
Activity Type	Customer Interaction	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	
Activity Created:	9/17/2007 03:30PM	Email To:	
Activity Created By:	Roach, Casey		
Activity Description:	Update to customer - he needs to work with dealer management.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/19/2007 02:26PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	9/19/2007 02:21PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	Tawnya Rybery was xfered from iSky - inquiring about status of case		
Note Created:	9/19/2007 02:21PM	Note Created By:	Coil, Jarrod
		Note Type:	Customer Interaction
adv casey was speaking with brother-in-law. adv cust to stay in contact with dealer as they are going to arrange an appt with reg engineer. cust stts she is frustrated with issue as this has been an ongoing issue. cust stts cadillac's service has been great, but she has been disappointed with BMW service. writer adv to stay in contact with SM Jeff to make arrangements for veh appt with reg rep.			

Customer Service Request Detail # 200807800801

Customer

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

Service Request

Service Request #:	200807800801
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	3/18/2008 10:12AM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	3/18/2008 10:12AM
Assigned Dealer:	
Identified Dealer:	Holtz House of Vehicles, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	3/18/2008 10:13AM
Close Rep:	Ellis, Jeremy
Issue Note:	Intermittent steering issue in high humidity / adv to bring to dlr to inspect. Doc complaint.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/26/04
In Service Date:	05/26/04
Production Date:	03/09/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/18/2008	Intermittent steering issue in high humidity / adv to bring to dlr to inspect. Doc complaint.

Attachments

File Name	Comments

Customer Service Request Detail # 200807800801

Activity Status:	Done	Activity Updated:	3/18/2008 10:13AM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/18/2008 10:13AM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Intermittent steering issue in high humidity / adv to bring to dlr to inspect. Doc complaint.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200812301003

Customer

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

Service Request

Service Request #:	200812301003
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	5/2/2008 11:13AM
Created By:	Flory, Dan
Rep Assigned:	Flory, Dan
Date Assigned:	5/2/2008 11:13AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/2/2008 11:15AM
Close Rep:	Flory, Dan
Issue Note:	Cust upset that vehicles steering becomes very stiff when driving vehicle for an hours time.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	06/13/10
In Service Date:	09/30/04
Production Date:	10/06/03

Code Descriptions

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

Solution Notes

Created	Solution
5/2/2008	Wrtr adv to take vehicle into service dept to have it fixed.

Attachments

File Name	Comments

Customer Service Request Detail # 200812301003

Activity Status:	Done	Activity Updated:	6/12/2010 02:04PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	5/2/2008 11:14AM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Cust upset that vehicles steering becomes very stiff when driving vehicle for an hours time.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200817100668

Customer

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

Service Request

Service Request #:	200817100668
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/19/2008 09:44AM
Created By:	Britton, Mallori
Rep Assigned:	Britton, Mallori
Date Assigned:	6/19/2008 09:44AM
Assigned Dealer:	BMW of Annapolis
Identified Dealer:	BMW of Annapolis
Date Resolved:	
Resolve Rep:	
Date Closed:	6/30/2008 09:34AM
Close Rep:	Britton, Mallori
Issue Note:	cci concerned with costly repairs on veh recently out of warranty. see notes

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 2.5
Mileage:	45,000
Sale:	06/02/03
In Service Date:	10/30/02
Production Date:	10/11/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	BODY EQUIPMENT	5102	LOCKS-GENERAL

Solution Notes

Created	Solution
6/30/2008	wtr called cust to advise we are not able to offer assistance. explained veh is out of warranty, veh was demo and he is not orig owner. wtr apologized

Attachments

File Name	Comments

Customer Service Request Detail # 200817100668

Activity Status:	Done	Activity Updated:	6/19/2008 09:50AM
Activity Type	Customer Interaction	Activity Updated By:	Britton, Mallori
Activity Assigned To:	Britton, Mallori	Email From:	
Activity Created:	6/19/2008 09:46AM	Email To:	
Activity Created By:	Britton, Mallori		
Activity Description:	cci concerned with costly repairs on veh recently out of warranty. see notes		
Note Created: 6/19/2008 09:46AM		Note Created By: Britton, Mallori	
Note Type: Customer Interaction			
Had electric steering intermitt problem, goes away loses power assist. Took to Tate BMW yesterday and was advised veh needs new upper steering column for \$2300, as well as new basic modal for \$600 from issue with unlocking mechanism for driver's side door. cust is concerned about these costly repairs because the veh only has 45,00 miles. veh is 17 months out of warranty			
Activity Status:	Done	Activity Updated:	6/19/2008 10:01AM
Activity Type	Dealer Interaction	Activity Updated By:	Britton, Mallori
Activity Assigned To:	Britton, Mallori	Email From:	
Activity Created:	6/19/2008 10:01AM	Email To:	
Activity Created By:	Britton, Mallori		
Activity Description:	left msg with receptionist at dealer for Richard, serv mgr, req cb regard possible goodwill		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/25/2008 05:24PM
Activity Type	General	Activity Updated By:	Britton, Mallori
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	6/19/2008 03:52PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 6/19/2008 03:52PM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 32146 on Thu Jun 19 15:52:53 EDT 2008			
Activity Status:	Done	Activity Updated:	6/23/2008 09:40AM
Activity Type	Dealer Interaction	Activity Updated By:	Britton, Mallori
Activity Assigned To:	Britton, Mallori	Email From:	
Activity Created:	6/23/2008 09:40AM	Email To:	
Activity Created By:	Britton, Mallori		
Activity Description:	left msg with Richard to check on possible goodwill assistance, req cb		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/24/2008 10:16AM
Activity Type	Customer Interaction	Activity Updated By:	Britton, Mallori
Activity Assigned To:	Britton, Mallori	Email From:	
Activity Created:	6/24/2008 10:16AM	Email To:	
Activity Created By:	Britton, Mallori		
Activity Description:	spoke with cust h#, he has not heard anything from dir either. his veh has been at tate since Wednesday, has loaner so he thought he would hear back		

Customer Service Request Detail # 200817100668

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/25/2008 05:24PM	
Activity Assigned To:		Britton, Mallori		Activity Updated By: Britton, Mallori	
Activity Created:		6/25/2008 05:23PM		Email From:	
Activity Created By:		Britton, Mallori		Email To:	
Activity Description: cust left vm for wtr to see if there has been any luck contacting tate					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Dealer Interaction		Activity Updated: 6/25/2008 05:24PM	
Activity Assigned To:		Britton, Mallori		Activity Updated By: Britton, Mallori	
Activity Created:		6/25/2008 05:24PM		Email From:	
Activity Created By:		Britton, Mallori		Email To:	
Activity Description: wtr called Tate, req Richard was given vm for Jenny. wtr left msg explaining situation and req she or Richard look into it and get back to me					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/27/2008 09:24AM	
Activity Assigned To:		Coriell, Adam		Activity Updated By: Coriell, Adam	
Activity Created:		6/27/2008 09:24AM		Email From:	
Activity Created By:		Coriell, Adam		Email To:	
Activity Description: cci and looked for an update and writer informed it doesnt look like there is one yet. customer will call back later					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/27/2008 03:21PM	
Activity Assigned To:		Sewer, Rochelle		Activity Updated By: Sewer, Rochelle	
Activity Created:		6/27/2008 03:14PM		Email From:	
Activity Created By:		Sewer, Rochelle		Email To:	
Activity Description: cci asking for update. wrtr adv cust would take message for him					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Corporate Interaction		Activity Updated: 6/27/2008 03:21PM	
Activity Assigned To:		Sewer, Rochelle		Activity Updated By: Sewer, Rochelle	
Activity Created:		6/27/2008 03:21PM		Email From:	
Activity Created By:		Sewer, Rochelle		Email To:	
Activity Description: wrtr sent e-mail to Mallori asking to call cust on monday.					

Customer Service Request Detail # 200817100668

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 6/30/2008 09:16AM			
Activity Assigned To: Britton, Mallori		Activity Updated By: Britton, Mallori			
Activity Created: 6/30/2008 09:16AM		Email From:			
Activity Created By: Britton, Mallori		Email To:			
Activity Description: wtr spoke with Richard at dlr, he said they are not going to assist					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 6/30/2008 09:30AM			
Activity Assigned To: Britton, Mallori		Activity Updated By: Britton, Mallori			
Activity Created: 6/30/2008 09:30AM		Email From:			
Activity Created By: Britton, Mallori		Email To:			
Activity Description: wtr called cust to advise we are not able to offer assistance. explained veh is out of warranty, veh was demo and he is not orig owner. wtr apologized					
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200819001434

Customer

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

Service Request

Service Request #: 200819001434
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 7/8/2008 12:19PM
 Created By: Sewer, Rochelle
 Rep Assigned: Sewer, Rochelle
 Date Assigned: 7/8/2008 12:19PM
 Assigned Dealer:
 Identified Dealer: Bob Smith BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 7/15/2008 02:38PM
 Close Rep: Sewer, Rochelle
 Issue Note: cci sts power assembly failed while driving on june 25. wants help w/ cost of repair.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage: 44,000
 Sale: 12/29/03
 In Service Date: 12/29/03
 Production Date: 12/18/02

Code Descriptions

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

Solution Notes

Created	Solution
7/15/2008	dlr to send cust \$1000 check in mail.

Attachments

File Name	Comments
schwab (Archived - Click fo	

Customer Service Request Detail # 200819001434

Activity Status:	Done	Activity Updated:	7/9/2008 01:58PM
Activity Type	Customer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/8/2008 12:21PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	cci sts power assembly failed while driving on june 25. wants help w/ cost of repair. \$3,500 feels should not have to pay b/c safety issue/		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/9/2008 01:56PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/9/2008 01:56PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr called dlr. Im for wserv man req call back w/ in fof rcust.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/14/2008 12:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/14/2008 12:11PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr Im for Natalie SM req call abck w/ info for cust.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/14/2008 03:14PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/14/2008 03:14PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	dlr ret call. Im adv some cust repair done under GW.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/14/2008 03:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/14/2008 03:14PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr ret call to Natalie. adv cust veh repair cost not covered by GW?		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200819001434

Activity Status:	Done	Activity Updated:	7/15/2008 02:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/15/2008 02:28PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	Natalie ret call. adv can offer \$1000 GW toward cust issue. no more b/c veh out of warr and did not purchase extension.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/15/2008 02:34PM
Activity Type	Customer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/15/2008 02:32PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr spoke w/ cust adv of offer from natalie @ dlr. cust accepts confirmed address adv check will be in mail.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/15/2008 02:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Sewer, Rochelle
Activity Assigned To:	Sewer, Rochelle	Email From:	
Activity Created:	7/15/2008 02:34PM	Email To:	
Activity Created By:	Sewer, Rochelle		
Activity Description:	wrtr ret call to Natalie. adv cust accepted offer provided address info.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200819601443

Customer

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

Service Request

Service Request #:	200819601443
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/14/2008 01:31PM
Created By:	Fitzgibbons, Jeff
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	7/14/2008 01:31PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/14/2008 01:33PM
Close Rep:	Fitzgibbons, Jeff
Issue Note:	cci for steering complaint -- intermittent -- does not return to center -- seeking guidance

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	43,000
Sale:	06/08/04
In Service Date:	06/08/04
Production Date:	05/03/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/14/2008	Advsd that warranty expired on 6/7/2008.

Attachments

File Name	Comments

Customer Service Request Detail # 200819601443

Activity Status:	Done	Activity Updated:	7/14/2008 01:31PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	7/14/2008 01:31PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	cci for steering complaint -- intermittent -- does not return to center -- seeking guidance		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200822103816

Customer

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

Service Request

Service Request #:	200822103816
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	8/8/2008 06:32PM
Created By:	Flory, Dan
Rep Assigned:	Flory, Dan
Date Assigned:	8/8/2008 06:32PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/8/2008 06:33PM
Close Rep:	Flory, Dan
Issue Note:	Cust stated he had an issue where his steering wheel is stiff and hard to move in hot weather

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	11/19/03
In Service Date:	11/19/03
Production Date:	04/16/03

Code Descriptions

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

Solution Notes

Created	Solution
8/8/2008	Wtrr adv to take it in to service dept to have it diagnosed.

Attachments

File Name	Comments

Customer Service Request Detail # 200822103816

Activity Status:	Done	Activity Updated:	8/8/2008 06:33PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	8/8/2008 06:32PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Cust stated he had an issue where his steering wheel is stiff and hard to move in hot weather		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200822200056

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	01/28/06
In Service Date:	05/14/04
Production Date:	01/15/04

Service Request

Service Request #:	200822200056
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/9/2008 08:26AM
Created By:	Roach, Casey
Rep Assigned:	Roach, Casey
Date Assigned:	8/9/2008 08:26AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/9/2008 08:28AM
Close Rep:	Roach, Casey
Issue Note:	Technical help - steering concern.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/9/2008	Referred to dealer for technical help.

Attachments

File Name	Comments

Customer Service Request Detail # 200822200056

Activity Status:	Done	Activity Updated:	8/9/2008 08:28AM
Activity Type	Email - Inbound	Activity Updated By:	Roach, Casey
Activity Assigned To:	Roach, Casey	Email From:	customer.service@bmw.com
Activity Created:	7/29/2008 05:27PM	Email To:	bmwagcom <bmwagcom@internal>
Activity Created By:	Administrator, Siebel		
Activity Description:	Customer service inquiry from www.bmw.com		

Note Created:	Note Created By:	Note Type:
		<p>Questions or comments: To whom it may concern. I have a 2004 Z4 3.0 that I am having problems with the steering. It locks or sticks in the center position sometimes. My [REDACTED] about 35,000 miles and the warranty is good for 50,000. My Vin# 4USBT53544L [REDACTED] What can be done to fix this problem before I have an accident?</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>BMW AG ensures that all personal data will be dealt with in accordance with privacy protection regulations. With your permission, the data you supply in the contact form will be stored, processed and, where appropriate, passed on to other members of the BMW Group, including your national BMW AG subsidiary.</p> <p>You may withdraw this permission at any time by contacting the customer service department: customer.service@bmw.com</p> <p>I hereby authorise BMW AG to store my data in order to answer my questions; the information I provide will be stored in accordance with data protection regulations.: true</p> <p>I also give my permission for the BMW Group to use my data for other marketing, research and statistical purposes. You can cancel your request to receive newsletters and text messages at any time by using the "Cancel participation" link in your user profile. No further newsletters will be sent once this campaign has ended.: true</p> <p>The address is:: Private</p> <p>Additional information: -</p> <p>[REDACTED]</p> <p>House number: -</p> <p>Postal code: -</p> <p>Town/City: Selma</p> <p>Country: USA</p> <p>Region: Alabama</p> <p>Daytime telephone number: [REDACTED]</p> <p>Which BMW model are you interested in?: ...</p>

Customer Service Request Detail # 200822200056

		... -	
		Your current vehicle?: -	
		What is the model of your current vehicle?: -	
		Manufacture date of your car?: 2004	
		When are you planning to purchase a new vehicle?: -	
		Do you own a BMW motorcycle?: -	
		Date of birth (DD.MM.YYYY): 29.12.1959	
		Employment: Employed	
		How did you hear about the BMW website?: Other	
		Send e-mail to:: U.S.A.	
Activity Status:	Done	Activity Updated:	8/9/2008 08:28AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Roach, Casey	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/9/2008 08:26AM	Email To:	[REDACTED]
Activity Created By:	Roach, Casey		
Activity Description:	RE: Customer service inquiry from www.bmw.com [1-807435487]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200822200056

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4 roadster 3.0i. We were sorry to read of the concerns you have with your vehicle's steering system.

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

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

Sincerely,

Casey Roach
Customer Relations and Services
Representative

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

From: customer.service@bmw.com
Sent: 8/9/2008 12:00:00 AM
To: [bmwagcom <bmwagcom@internal>](mailto:bmwagcom@internal)
Cc: Customer.Service <Customer.Service@bmw.com>
Subject: Customer service inquiry from www.bmw.com

Questions or comments: To whom it may concern.

I have a 2004 Z4 3.0 that I am having problems with the steering. It locks or sticks in the center position sometimes. My [REDACTED] about 35,000 miles and the warranty is good for 50,000. My Vin# 4USBT53544L [REDACTED] What can be done to fix this problem before I have an accident?

Given name: [REDACTED]

BMW AG ensures that all personal data will be dealt with in accordance with privacy protection regulations. With your permission, the data you supply in the contact form will be stored, processed and, where appropriate, passed on to other members of the BMW Group, including your national BMW AG subsidiary.

You may withdraw this permission at any time by contacting the customer service department: customer.service@bmw.com

I hereby authorise BMW AG to store my data in order to answer my questions; the information I provide will be stored in accordance with data protection regulations.: true

I also give my permission for the BMW Group to use my data for other marketing, research and statistical purposes. You can cancel your request to receive newsletters and text messages at any time by using the "Cancel participation" link in your user profile. ...

Customer Service Request Detail # 200822200056

	<p>... No further newsletters will be sent once this campaign has ended.: true</p> <p>The address is:: Private</p> <p>Additional information: -</p> <p>Street: [REDACTED]</p> <p>House number: -</p> <p>Postal code: -</p> <p>Town/City: Selma</p> <p>Country: USA</p> <p>Region: Alabama</p> <p>[REDACTED]</p> <p>Which BMW model are you interested in?: -</p> <p>Your current vehicle?: -</p> <p>What is the model of your current vehicle?: -</p> <p>Manufacture date of your car?: 2004</p> <p>When are you planning to purchase a new vehicle?: -</p> <p>Do you own a BMW motorcycle?: -</p> <p>Date of birth (DD.MM.YYYY): 29.12.1959</p> <p>Employment: Employed</p> <p>How did you hear about the BMW website?: Other</p> <p>Send e-mail to.: U.S.A.</p>
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Customer Service Request Detail # 200823201873

Customer

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

Service Request

Service Request #:	200823201873
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	8/19/2008 01:19PM
Created By:	Lawson, Riley
Rep Assigned:	Lawson, Riley
Date Assigned:	8/19/2008 01:19PM
Assigned Dealer:	Don Jacobs BMW
Identified Dealer:	Don Jacobs BMW
Date Resolved:	9/9/2008 10:42AM
Resolve Rep:	NET, DCS
Date Closed:	9/11/2008 05:24PM
Close Rep:	Lawson, Riley
Issue Note:	cci with steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	43,441
Sale:	06/05/04
In Service Date:	06/05/04
Production Date:	03/03/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/19/2008	wrtr adv to call back if dealer cannot diagnose the problem with his steering
9/11/2008	Let cust know 50% is all we can offer adv to call lance SA or Joe SEr/m to set appointment

Attachments

File Name	Comments

Customer Service Request Detail # 200823201873

Activity Status:	Done	Activity Updated:	8/19/2008 01:21PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	8/19/2008 01:20PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	cci with steering issue		
Note Created: 8/19/2008 01:20PM		Note Created By: Lawson, Riley	
Note Type: Customer Interaction			
cust stts issue with steering only occurs in intense heat stteering sticks and becomes very difficult to drive the veh wrtr adv to call back if dealer cannot diagnose the problem			
Activity Status:	Done	Activity Updated:	8/21/2008 05:09PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	8/21/2008 05:09PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	cust stts has taken car to dealer and steering column needs replaced \$2750 wrtr adv would look into gw asst		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/25/2008 01:33PM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	8/25/2008 01:33PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	spoke to Lane Sa adv would have Joe Ser/M give me a call		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	9/11/2008 11:54AM
Activity Type	General	Activity Updated By:	Lawson, Riley
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	8/27/2008 08:56AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 8/27/2008 08:56AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 86627 on Wed Aug 27 08:56:05 EDT 2008			
Note Created: 9/9/2008 10:42AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
spoke to cust adv still working on the case waiting to her back from Joe Ser/m			
Note Created: 9/9/2008 10:42AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
spoke to cust adv still working on the case waiting to her back from Joe Ser/m			
Note Created: 9/9/2008 10:42AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Dealer entered follow up date: 09/10/2008			

Customer Service Request Detail # 200823201873

Activity Status:	Done	Activity Updated:	8/27/2008 04:41PM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	8/27/2008 04:41PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	spoke to Joe Sullivan Ser/m stst will look into it and call me back tomorrow		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/27/2008 04:46PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	8/27/2008 04:46PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	LVM for cust let him know i am working with Ser/m to determine what can be done		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/2/2008 02:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/2/2008 02:29PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	left message with lance to have joe Ser/M call me back		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/5/2008 03:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/5/2008 03:28PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	LVM for Joe sullivan for call back		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/8/2008 05:21PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/8/2008 05:21PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	spoke to cust adv still working on the case waiting to her back from Joe Ser/m		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200823201873

Activity Status:	Done	Activity Updated:	9/9/2008 10:55AM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/9/2008 10:55AM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	Joe Sullivan LVM sitting is willing to gw 50% of parts and labor needs a go ahead from cust 859-260-2606		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/9/2008 12:11PM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/9/2008 12:11PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	confirmed with joe that they are willing to GW 50% of labor and parts.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/9/2008 12:13PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/9/2008 12:13PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	LVM for cust adv what can be GW asked for call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/11/2008 11:54AM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/11/2008 11:53AM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	LVM for cust asked for call back if need further asst		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/11/2008 03:32PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/11/2008 03:32PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	cust LVM for call back		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200823201873

Activity Status:	Done	Activity Updated:	9/11/2008 05:23PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/11/2008 05:23PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	Let cust know 50% is all we can offer adv to call lance SA or Joe SEr/m to set appointment		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200824200875

Customer

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

Service Request

Service Request #:	200824200875
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/29/2008 12:15PM
Created By:	Wreathall, Thomas
Rep Assigned:	Wreathall, Thomas
Date Assigned:	8/29/2008 12:15PM
Assigned Dealer:	
Identified Dealer:	Leith BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/29/2008 12:24PM
Close Rep:	Wreathall, Thomas
Issue Note:	cust stts the dlr cannot duplicate the issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	40,000
Sale:	05/29/06
In Service Date:	06/20/03
Production Date:	06/07/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/29/2008	wrtr advsd to leave veh with dlr for continued diag.

Attachments

File Name	Comments

Customer Service Request Detail # 200824200875

Activity Status:	Done	Activity Updated:	8/29/2008 12:24PM
Activity Type	Customer Interaction	Activity Updated By:	Wreathall, Thomas
Activity Assigned To:	Wreathall, Thomas	Email From:	
Activity Created:	8/29/2008 12:17PM	Email To:	
Activity Created By:	Wreathall, Thomas		
Activity Description:	cust stts the dlr cannot duplicate the issue.		
Note Created: 8/29/2008 12:17PM		Note Created By: Wreathall, Thomas	Note Type: Customer Interaction
cust stts that the dlr could not duplicate the issue with LeithBMW. Cust stts the vehicle locked up at high way speeds. Cust stts the steering will have areas that get stuck and be able to turn by nothces. cust stts the issue just happens only during extreme heat and sun. cust stts there are only 40k on the vehicle. Cust stts they purchased the veh a month ago. Cust stts the issue has happend multiple times.			

Customer Service Request Detail # 20082460077

Customer

Name:	[REDACTED]
Method:	[REDACTED]
	Cary, NC [REDACTED]

Service Request

Service Request #:	20082460077
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/2/2008 09:23AM
Created By:	Munoz, Ronald
Rep Assigned:	Munoz, Ronald
Date Assigned:	9/2/2008 09:23AM
Assigned Dealer:	
Identified Dealer:	Leith BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	9/2/2008 04:43PM
Close Rep:	Munoz, Ronald
Issue Note:	cci states that the dealer has not been able to duplicate issue with the steering wheel sticking.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/29/06
In Service Date:	06/20/03
Production Date:	06/07/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/2/2008	dealer was able to duplicate issue and will repalce steering colum

Attachments

File Name	Comments

Customer Service Request Detail # 200824600077

Activity Status:	Done	Activity Updated:	9/2/2008 09:29AM
Activity Type	Customer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 09:25AM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	cci states that the dealer has not been able to duplicate issue with the steering wheel sticking,		

Note Created: 9/2/2008 09:25AM Note Created By: Munoz, Ronald Note Type: Customer Interaction

Customer states that his vehicle's steering wheel locks while driving under heat and at freeway driving, customer states that the dealer has not been able to duplicate issue, customer states that he has found cases similar to his online ad shows that some dealers have been able to repair this issue, customer is asking for help to see if the dealer could do something or could talk to some one to see how they can get a solution for him, writer adv will talk to dealer and get info and also see if this is something usual on these vehicles

Activity Status:	Done	Activity Updated:	9/4/2008 04:46PM
Activity Type	Email - Inbound	Activity Updated By:	Young, Ron
Activity Assigned To:	Young, Ron	Email From:	[REDACTED]
Activity Created:	9/2/2008 09:31AM	Email To:	[REDACTED] >
Activity Created By:	Administrator, Siebel		
Activity Description:	Can you please forward to Ronald? Thanks		

Note Created: Note Created By: Note Type:

Ronald- I spoke to you regarding my 2003 BMW Z4, (VIN LS45836) which is currently at Leith BMW in Raleigh NC

The follow is some internet forum activity around the sticky steering issue under hot conditions for a z4.

<http://bimmer.roadfly.com/bmw/forums/e85/7743134-1.html>

<http://bimmer.roadfly.com/bmw/forums/e85/6947974-1.html>

<http://bimmer.roadfly.com/bmw/forums/e85/9003265-1.html>



Activity Status:	Done	Activity Updated:	9/2/2008 01:38PM
Activity Type	Customer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 01:38PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	cci asking if an update yet, writer adv waiting for dealer to call back		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 20082460077

Activity Status:	Done	Activity Updated:	9/2/2008 01:41PM
Activity Type	Customer Interaction	Activity Updated By:	DeSimio, Jayne
Activity Assigned To:	DeSimio, Jayne	Email From:	
Activity Created:	9/2/2008 01:41PM	Email To:	
Activity Created By:	DeSimio, Jayne		
Activity Description:	cust asked to speak to ron, wrt xfr		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/2/2008 01:44PM
Activity Type	Dealer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 01:44PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	writer left vm for sm to call back		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/2/2008 04:36PM
Activity Type	Dealer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 04:36PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	writer talked to service manager, and he states that he has not seen the vehicle at the shop since feb 08		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/2/2008 04:36PM
Activity Type	Customer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 04:36PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	Wrtr called cust, cust states he has talked to dealer and looks like they were able to duplicate issue, cust confirmed car at dealer		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/2/2008 04:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 04:40PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	wrtr called Jason at dealer, said able to duplicate issues and the steering colum will be replaced		
Note Created:		Note Created By:	

Customer Service Request Detail # 200824600077

Activity Status:	Done	Activity Updated:	9/2/2008 04:42PM
Activity Type	Customer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	9/2/2008 04:42PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	wrter ciles cust adv jason states steering columb wil be replaced		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200824803243

Customer

Name:	Ms [REDACTED]
[REDACTED]	Method:
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	LANSDALE, PA [REDACTED]

Service Request

Service Request #:	200824803243
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	9/4/2008 05:24PM
Created By:	Lawson, Riley
Rep Assigned:	Lawson, Riley
Date Assigned:	9/4/2008 05:24PM
Assigned Dealer:	Thompson BMW
Identified Dealer:	Thompson BMW
Date Resolved:	9/9/2008 09:17AM
Resolve Rep:	NET, DCS
Date Closed:	9/22/2008 01:12PM
Close Rep:	Lawson, Riley
Issue Note:	cci with issue with steering column

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	20,000
Sale:	07/31/03
In Service Date:	07/31/03
Production Date:	07/24/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution

Attachments

File Name	Comments

Customer Service Request Detail # 200824803243

Activity Status:	Done	Activity Updated:	9/4/2008 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/4/2008 05:24PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	cci with issue with steering column		

Note Created: 9/4/2008 05:25PM Note Created By: Lawson, Riley Note Type: Customer Interaction

cust stts the sterring goes out when the temp outside reaches above 80 degrees. Has been told to replace steering column would be \$2700 est. Wrtr adv would reach out to dealer to discuss states SA is matt POC 215-968-3806 ext 239 Jerry(husband)

Activity Status:	Done	Activity Updated:	9/5/2008 03:38PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Heath
Activity Assigned To:	Smith, Heath	Email From:	
Activity Created:	9/5/2008 03:38PM	Email To:	
Activity Created By:	Smith, Heath		
Activity Description:	Cci for an update. Writer placed cust in Riley's VM per req.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	9/5/2008 04:14PM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/5/2008 04:14PM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	Jerry LVM aske for call back at 215-968-3806-ext 239		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	9/8/2008 09:58AM
Activity Type	Customer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/8/2008 09:58AM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	Jerry LVM for call back		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	9/8/2008 10:11AM
Activity Type	Dealer Interaction	Activity Updated By:	Lawson, Riley
Activity Assigned To:	Lawson, Riley	Email From:	
Activity Created:	9/8/2008 10:09AM	Email To:	
Activity Created By:	Lawson, Riley		
Activity Description:	Spoke to Jim Selvie adv car has not been in the shop since march 2006 and they have no RO with an estimate for the steering column		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200824803243

Activity Status: Done				Activity Updated: 9/8/2008 03:31PM	
Activity Type: Customer Interaction				Activity Updated By: Redpath, Amelia	
Activity Assigned To: Redpath, Amelia				Email From:	
Activity Created: 9/8/2008 03:31PM				Email To:	
Activity Created By: Redpath, Amelia					
Activity Description: CCI asked for Riley - tried to send him to riley's VM customer wants call back					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done				Activity Updated: 9/8/2008 03:33PM	
Activity Type: Corporate Interaction				Activity Updated By: Redpath, Amelia	
Activity Assigned To: Redpath, Amelia				Email From:	
Activity Created: 9/8/2008 03:33PM				Email To:	
Activity Created By: Redpath, Amelia					
Activity Description: wtr sent Riley Email with Mr. Patrick's work number					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done				Activity Updated: 9/8/2008 04:40PM	
Activity Type: Customer Interaction				Activity Updated By: Lawson, Riley	
Activity Assigned To: Lawson, Riley				Email From:	
Activity Created: 9/8/2008 04:40PM				Email To:	
Activity Created By: Lawson, Riley					
Activity Description: spoke to cust adv had taken veh to Thompson BMW not West german wrtr adv would call them to discuss					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done				Activity Updated: 9/22/2008 01:12PM	
Activity Type: General				Activity Updated By: Lawson, Riley	
Activity Assigned To: NET, DCS				Email From:	
Activity Created: 9/9/2008 09:12AM				Email To:	
Activity Created By: NET, DCS					
Activity Description: Dealer Created Activity					
Note Created: 9/9/2008 09:12AM		Note Created By: NET, DCS		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 26776 on Tue Sep 09 09:12:05 EDT 2008					
Activity Status: Done				Activity Updated: 9/10/2008 12:59PM	
Activity Type: Dealer Interaction				Activity Updated By: Lawson, Riley	
Activity Assigned To: Lawson, Riley				Email From:	
Activity Created: 9/10/2008 12:59PM				Email To:	
Activity Created By: Lawson, Riley					
Activity Description: LVm for asst ser/m andy glassmeir for call back to discuss					
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200824803243

Activity Status: Done		Activity Updated: 9/11/2008 09:01AM	
Activity Type: Dealer Interaction		Activity Updated By: Lawson, Riley	
Activity Assigned To: Lawson, Riley		Email From:	
Activity Created: 9/11/2008 09:01AM		Email To:	
Activity Created By: Lawson, Riley			
Activity Description: Mark Ambelino Ser/m LVM stting his field rep decided to offer no GW for this veh has been there for over two years			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/22/2008 01:12PM	
Activity Type: Team Lead Escalation		Activity Updated By: Lawson, Riley	
Activity Assigned To: Peyton, Richard		Email From:	
Activity Created: 9/11/2008 09:10AM		Email To:	
Activity Created By: Lawson, Riley			
Activity Description: wrtr called cust to let him know we would be offering no asst asked for supervisor wrtr xfrd to Richard's VM			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/11/2008 03:52PM	
Activity Type: Customer Interaction		Activity Updated By: Stock, Marc	
Activity Assigned To: Stock, Marc		Email From:	
Activity Created: 9/11/2008 03:52PM		Email To:	
Activity Created By: Stock, Marc			
Activity Description: cci asking for RPeyton. Wrtr advisd RP will get back to him within 48 hours			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200826001863

Customer

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

Service Request

Service Request #:	200826001863
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/16/2008 12:14PM
Created By:	Phommaseng, Dee
Rep Assigned:	Phommaseng, Dee
Date Assigned:	9/16/2008 12:14PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/16/2008 12:24PM
Close Rep:	Phommaseng, Dee
Issue Note:	refer SR # 200822103816. steering components issue still unresolved frm 3 yrs ago

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	48,000
Sale:	11/19/03
In Service Date:	11/19/03
Production Date:	04/16/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/16/2008	wtr agreed to doc complaint, adv wrnty expired, repairs will be customer pay, adv to call a bmw dlr to setup appt, refer to SM for this ongoing issue still occuring & not resolved, issue needs to be diagnosed at bmw dlr.

Attachments

File Name	Comments

Customer Service Request Detail # 200826001863

Activity Status:	Done	Activity Updated:	9/16/2008 12:24PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	9/16/2008 12:17PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	refer SR # 200822103816. steering components issue still unresolved frm 3 yrs ago, steering stiff in hot weather. cust stts he has not tken veh to		
Note Created: 9/16/2008 12:18PM		Note Created By: Phommaseng, Dee	Note Type: Customer Interaction
bmw dlr since 3 yrs ago. cust stts when cust did tke veh in to dlr in the past, they cld not duplicate problem. cust req bmw engineer to come out & look at issue since dlr was not able to duplicate.			

Customer Service Request Detail # 200826800548

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	06/19/04
In Service Date:	06/19/04
Production Date:	06/09/04

Service Request

Service Request #:	200826800548
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	9/24/2008 10:05AM
Created By:	Edgin, Jennifer
Rep Assigned:	Edgin, Jennifer
Date Assigned:	9/24/2008 10:05AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/24/2008 10:07AM
Close Rep:	Edgin, Jennifer
Issue Note:	Your 2004 BMW Z4

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/24/2008	Req more info.

Attachments

File Name	Comments

Customer Service Request Detail # 200826800548

Activity Status:	Done	Activity Updated:	9/24/2008 10:06AM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	jimandclaudia@yahoo.com
Activity Created:	9/23/2008 01:15PM	Email To:	Product Questions <ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Technical Issues		

Note Created:	Note Created By:	Note Type:
		<p>9/23/2008 12:14:25 PM</p> <p>[REDACTED]</p> <p>Jacksonville</p> <p>Home Phone: [REDACTED]</p> <p>Work Phone: [REDACTED]</p> <p>Fax: [REDACTED]</p> <p>Daytime Phone [REDACTED]</p> <p>Call Time: 9 A.M. Eastern Time - 6 P.M. Eastern Time</p> <p>Other Phone:</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Year: 2004</p> <p>Model: Z4 2.5i Roadster</p> <p>VIN: LS52005</p> <p>Date Purchased: 08/25/2008</p> <p>Purchased From: Brumos Porsche Inc</p> <p>Purchase State: Florida</p> <p>Service Center: Tom Bush BMW of Orange Park</p> <p>City: Jacksonville</p> <p>State: Florida</p> <p>Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question / Request:</p> <p>Steering problem at highway speeds. It feels like steering locks up or binds and force to the steering wheel must be applied to overcome the lock-up condition. Seems to be worst on hot days 85 degrees and above which is what we have in Florida most of the time. My dealer just quoted me a Steering Column Assembly replacement cost of \$2575.08. The car only has 21,900 miles and shows no wear inside or out but is out of warranty for date only. Can BMW help with this problem. The car is unsafe to drive in the present condition.</p>

Activity Status:	Done	Activity Updated:	9/24/2008 10:06AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Edgin, Jennifer	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/24/2008 10:05AM	Email To:	[REDACTED]
Activity Created By:	Edgin, Jennifer		
Activity Description:	Your 2004 BMW Z4 [1-845381425]		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200826800548

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4. I apologize for the frustration and inconvenience you have experienced with your steering. On behalf of BMW of North America LLC, please accept my apology for your dissatisfaction.

In order to research your situation, I will need some further information. At your earliest convenience, please respond to this e-mail with the following information:

1. Your vehicle's VIN (vehicle identification number)
2. Your current mileage
3. Your BMW center
4. The name of your BMW service advisor
5. Your current address
6. The best phone numbers at which to contact you.
7. A brief description of the situation

We are here to work with you and your BMW center; I look forward to your response.

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

Sincerely,

Jen Edgin
Customer Relations and Services
Representative

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

[REDACTED]
To: Product Questions <ProductQuestions@bmwusa.com>
Subject: BMW Products & Services Assistance : Technical Issues

9/23/2008 12:14:25 PM

[REDACTED]
[REDACTED]
[REDACTED] Jacksonville, FL [REDACTED]
[REDACTED]
[REDACTED] me - 6 P.M. Eastern Time

Other Phone:
Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time
Year: 2004
Model: Roadster
VIN: [REDACTED]
Date Purchased: 08/25/2008
Purchased From: Brumos Porsche Inc
Purchase State: Florida
Service Center: Tom Bush BMW of Orange Park
City: ...

Customer Service Request Detail # 200826800548

	<p>... Jacksonville State: Florida Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question / Request:</p> <p>Steering problem at highway speeds. It feels like steering locks up or binds and force to the steering wheel must be applied to overcome the lock-up condition. Seems to be worst on hot days 85 degrees and above which is what we have in Florida most of the time. My dealer just quoted me a Steering Column Assembly replacement cost of \$2575.08. The car only has 21,900 miles and shows no wear inside or out but is out of warranty for date only. Can BMW help with this problem. The car is unsafe to drive in the present condition.</p>
--	--

Customer Service Request Detail # 200828202186

Customer

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

Service Request

Service Request #:	200828202186
Brand:	BMW
Type:	Potential Lemon Law
Source:	Defect Notification
Current Status:	Closed
Date Opened:	10/8/2008 01:50PM
Created By:	Murphy-McNamara, Melissa
Rep Assigned:	Livaudais, Lauren
Date Assigned:	10/8/2008 01:54PM
Assigned Dealer:	
Identified Dealer:	Thompson BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	10/24/2008 01:17PM
Close Rep:	Livaudais, Lauren
Issue Note:	ATTY LTR - steering sticks in warm weather.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	
Sale:	07/31/03
In Service Date:	07/31/03
Production Date:	07/24/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/24/2008	We will goodwill the repair of the steering column. Cust has signed release and the repair date is set for 10/27.

Attachments

File Name	Comments
PatrickAttnyAknLetter (Arch	
PatrickSignedRelease (Arch	
WATKINS (Archived - Click	
WATKINS-DOCS (Archived	

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/8/2008 01:52PM
Activity Type	General	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	10/8/2008 01:52PM	Email To:	
Activity Created By:	Murphy-McNamara, Melissa		
Activity Description:	ATTY LTR - steering sticks in warm weather.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/8/2008 03:49PM
Activity Type	General	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/8/2008 03:49PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Scanned Attny Ackn Letter. See attachments.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/8/2008 03:50PM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/8/2008 03:50PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Sent Attny Akn Letter.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/9/2008 04:11PM
Activity Type	General	Activity Updated By:	Pascale, Audrey
Activity Assigned To:	Pascale, Audrey	Email From:	
Activity Created:	10/9/2008 04:11PM	Email To:	
Activity Created By:	Pascale, Audrey		
Activity Description:	FED EX #7911 5978 2203 10/09/08		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/14/2008 03:41PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/14/2008 03:41PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	CRITICAL EMAIL. See notes.		
Note Created:	10/14/2008 03:41PM	Note Created By:	Livaudais, Lauren
		Note Type:	Field Interaction

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
Sent: Tuesday, October 14, 2008 3:41 PM
To: Cottingham Tom, V2-US-V-65
Cc: Keiser Jim, V2-US-V- [REDACTED] arry, V2- [REDACTED] 1-A; Loconti Sandi, V2-US-V-1-C
Subject: CRITICAL: Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW

Customer: [REDACTED]
Do not contact per attorney request.
Attorney: Ta [REDACTED] udders & Sorrentino
VIN#/Model/Year: [REDACTED] / Z4/ 2003
Mileage: 20,000
Sr Number: 200828202186
Center/Center #: Thompson BMW/26776

Issues: Defect Notification from attorney states the steering column assembly was replaced on 9/05/08, the vehicle only has 19,000miles. The customer contacted BMW North America previous to this attorney letter to relay her safety concerns, and request BMW replace the faulty column at there expense. Customer purchased vehicle from West German BMW on 7/31/2003. SM at Thompson states customer had steering column replaced and he has not seen the customer prior to, or after this repair. Attorney states the customer seeks reimbursement for the repair totaling \$2,760.00, or they will take formal legal steps to resolve this matter.

Please Let me know how to proceed with this case.

Kind Regards,

Lauren Livaudais
Customer Relations and Services
Representative
V2-US-A-51

Telephone
(201) 263-8269
(800) 831-1117*8269
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	10/14/2008 03:44PM
Activity Type	Corporate Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/14/2008 03:42PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Note Created: 10/14/2008 03:42PM

Note Created By: Livaudais, Lauren

Note Type: Corporate Interaction

From: Loconti Sandi, V2-US-V-1-C
Sent: Tuesday, October 14, 2008 3:41 PM
To: Livaudais Lauren, (C)
Subject: Out of Office AutoReply: CRITICAL [REDACTED] /VIN# [REDACTED] / Z4/
2003/20,000/Thompson BMW

I will be participating in the field ops meetings until Thursday. I will have limited access to email and will answer your message upon my return. Thank you. slc

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/15/2008 03:45PM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 03:45PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Spoke with attny. stated we are working on resolving issue. Will get back to attny asap. Wrtr obtained attny e-mail .		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/15/2008 03:56PM
Activity Type	Dealer Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 03:54PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Spoke with Sm at Thompson BMW (Mark) states has not seen or heard from customer since steering repair, also had not seen cust. before repair.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/15/2008 03:56PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 03:56PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Tom C. the AAM LM.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/15/2008 03:57PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 03:57PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Spoke with AAM. States we should find out if vehicle has been in accident. Will contact SM at Thompson.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/15/2008 03:58PM
Activity Type	Dealer Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 03:58PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	LM for SM.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/15/2008 04:55PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 04:54PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. E-mail from AAM.		

Note Created: 10/15/2008 04:55PM Note Created By: Livaudais, Lauren Note Type: Field Interaction

From: Cottingham Tom, V2-US-V-65
Sent: Wednesday, October 15, 2008 4:47 PM
To: Livaudais Lauren, (C)
Subject: RE: CRITICAL:Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson
BMW

Lauren,
Any news per our conversation this morning? Run the car fax report and email it to me. I would like to get this resolved by tomorrow morning if possible.

Best Regards,

Tom

Thomas G. Cottingham

BMW of North America, LLC, Eastern Region

Area 18 Aftersales Manager

250 Chestnut Ridge Road

Woodcliff Lake, NJ 07677

tom.cottingham@bmwna.com

Cell: (732)-245-9262

Voice Mail: 800-626-2436 Ext 6282

Fax: (732)-530-3693

Activity Status:	Done	Activity Updated:	10/15/2008 04:56PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/15/2008 04:55PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. E-mail to AAM.		

Note Created: 10/15/2008 04:56PM Note Created By: Livaudais, Lauren Note Type: Field Interaction

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
Sent: Wednesday, October 15, 2008 4:53 PM
To: Cottingham Tom, V2-US-V
Subject: RE: CRITICAL:Cust [REDACTED] /VIN# [REDACTED] Z4/ 2003/20,000/Thompson
BMW

Hi Tom,

At this time, I do not have access to the car fax report system. When we spoke about it this morning I was not sure. I have contacted the dealer and I am awaiting a response. I will have him run the car fax for us.

Kind Regards,

Lauren Livaudais
Customer Relations and Services
Representative
V2-US-A-51

Telephone
(201) 263-8269
(800) 831-1117*8269

Fax
(201) 930-8484

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

Activity Status:	Done	Activity Updated:	10/16/2008 09:18AM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/16/2008 08:59AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Note Created: 10/16/2008 09:18AM

Note Created By: Livaudais, Lauren

Note Type: Field Interaction

Customer Service Request Detail # 200828202186

From: Cottingham Tom, V2-US-V-65
Sent: Wednesday, October 15, 2008 5:10 PM
To: Livaudais Lauren, (C)
Subject: RE: CRITICAL:Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson
BMW

We have carfax in-house, I will get it done don't ask the dealer it cost 8.00 to do.

Best Regards,

Tom

Thomas G. Cottingham

BMW of North America, LLC, Eastern Region

Area 18 Aftersales Manager

250 Chestnut Ridge Road

Woodcliff Lake, NJ 07677

tom.cottingham@bmwna.com

Cell: (732)-245-9262

Voice Mail: 800-626-2436 Ext 6282

Fax: (732)-530-3693

Activity Status: Done
Activity Type: Field Interaction
Activity Assigned To: Livaudais, Lauren
Activity Created: 10/16/2008 09:18AM
Activity Created By: Livaudais, Lauren
Activity Description: See notes.

Activity Updated: 10/16/2008 09:19AM
Activity Updated By: Livaudais, Lauren
Email From:
Email To:

Note Created: 10/16/2008 09:19AM

Note Created By: Livaudais, Lauren

Note Type: Field Interaction

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
Sent: Thursday, October 16, 2008 8:59 AM
To: Cottingham Tom, V2-US-V
Subject: RE: CRITICAL:Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson
BMW

OK thanks!

Lauren Livaudais
Customer Relations and Services
Representative
V2-US-A-51

Telephone
(201) 263-8269
(800) 831-1117*8269

Fax
(201) 930-8484

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

Activity Status:	Done	Activity Updated:	10/20/2008 03:11PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/20/2008 03:10PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	E-mail to AAM regarding updates. See notes.		

Note Created: 10/20/2008 03:11PM

Note Created By: Livaudais, Lauren

Note Type: Field Interaction

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
 Sent: Monday, October 20, 2008 3:10 PM
 To: Cottingham Tom, V2-US-V
 Subject: RE: CRITICAL:Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW

Hi Tom,

Any updates on this one?

Kind Regards,

Lauren Livaudais
 Customer Relations and Services
 Representative
 V2-US-A-51

Telephone
 (201) 263-8269
 (800) 831-1117*8269
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	10/21/2008 08:15AM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 08:15AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	AAM LM.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/21/2008 09:06AM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 09:06AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Spoke with AAM, states we will offer customer \$2,760.00 cost to repair the steering column assembly.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/21/2008 10:30AM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 10:28AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Customer Service Request Detail # 200828202186

Note Created: 10/21/2008 10:29AM		Note Created By: Livaudais, Lauren		Note Type: Field Interaction	
<p>From: Cottingham Tom, V2-US-V-65 Sent: Tuesday, October 21, 2008 9:51 AM To: marka@1800thompson.com Cc: Livaudais Lauren, (C Subject: RE: CRITICAL [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW</p> <p>Good Morning Mark,</p> <p>After discussions with technical and legal, we would like to offer replacement of the needed parts. Lauren will prepare a release for the client to sign. Please contact the owner set up an appointment that works for you and her. Thank you for your understanding.</p> <p>Best Regards,</p> <p>Tom</p> <p>Thomas G. Cottingham</p> <p>BMW of North America, LLC, Eastern Region Area 18 Aftersales Manager 200 Chestnut Ridge Road Woodcliff Lake, NJ 07677 tom.cottingham@bmwna.com Cell: (732)-245-9262 Voice Mail: 800-626-2436 Ext 6282 Fax: (732)-530-3693</p>					
Activity Status:	Done	Activity Updated:	10/21/2008 10:31AM		
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren		
Activity Assigned To:	Livaudais, Lauren	Email From:			
Activity Created:	10/21/2008 10:30AM	Email To:			
Activity Created By:	Livaudais, Lauren				
Activity Description:	See notes.				
Note Created: 10/21/2008 10:30AM		Note Created By: Livaudais, Lauren		Note Type: Field Interaction	

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
Sent: Tuesday, October 21, 2008 10:26 AM
To: Cottingham Tom, V2-US-V-65
Cc: marka@1800thompson.com
Subject: RE: CRITICAL: Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW

Hi Tom,

Please review the General Release stating as a goodwill gesture, we will cover the repair of the steering column. I will send the release to the customer for her signature, and we will handle this as if it were a subframe issue, the center should begin work on the vehicle once they have received the signed release. Let me know if this is ok. Thank you.

Kind Regards,

Lauren Livaudais
Customer Relations and Services
Representative
V2-US-A-51

Telephone
(201) 263-8269
(800) 831-1117*8269
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	10/21/2008 10:39AM
Activity Type	Dealer Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 10:33AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Note Created: 10/21/2008 10:33AM Note Created By: Livaudais, Lauren Note Type: Dealer Interaction

From: marka@1800thompson.com [mailto:marka@1800thompson.com]
Sent: Tuesday, October 21, 2008 10:32 AM
To: Livaudais Lauren, (C); Cottingham Tom, V2-US-V-65
Subject: RE: CRITICAL: Cust [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW

I have this car set up for Monday October 27th. Please let me know before then if the release is signed

Thanks,
Mark Ambolino

The customer can be reached at 215-968-3806 ext 239. I just talked with him 20 min. ago

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/21/2008 10:39AM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 10:39AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Let atny know we will goodwill the repair. Will send release to atny via e-mail.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/21/2008 11:38AM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/21/2008 11:31AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. See attachments.		

Note Created: 10/21/2008 11:31AM	Note Created By: Livaudais, Lauren	Note Type: Customer's Attorney
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<p>From: Livaudais Lauren, (C) Sent: Tuesday, October 21, 2008 11:29 AM To: 'kwat [redacted] com' Subject: [redacted] 2003 BMW Z4/ Steering Column</p> <p>Hi Kelly,</p> <p>Here is the general release. Please have the customer sign the release, and you can e-mail or fax it back to me. Thanks for your help.</p> <p>Kind Regards,</p> <p>Lauren Livaudais Customer Relations and Services Representative V2-US-A-51</p> <p>Telephone (201) 263-8269 (800) 831-1117*8269 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Activity Status:	Done	Activity Updated:	10/22/2008 11:23AM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/22/2008 11:21AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. atny requests to alter release.		

Customer Service Request Detail # 200828202186

Note Created: 10/22/2008 11:22AM		Note Created By: Livaudais, Lauren		Note Type: Customer's Attorney	
<p>From: Smith Watkins, Kelly [mailto:kwatkins@thslaw.com] Sent: Wednesday, October 22, 2008 10:51 AM To: Livaudais, Lauren (C) Subject: [REDACTED] release</p> <p>Hi Lauren,</p> <p>Here is the release with a few minor changes. Please review it and, if the changes are acceptable, forward a new release and I will coordinate my client signing. Please call me with any questions or concerns.</p> <p>Also, please confirm whether or not there is a written copy of the warranty that will be provided so that I can share that with my client.</p> <p>Kelly Watkins</p>					
Activity Status: Done		Activity Updated: 10/22/2008 11:24AM			
Activity Type: Customer's Attorney		Activity Updated By: Livaudais, Lauren			
Activity Assigned To: Livaudais, Lauren		Email From:			
Activity Created: 10/22/2008 11:23AM		Email To:			
Activity Created By: Livaudais, Lauren					
Activity Description: See notes.					
Note Created: 10/22/2008 11:24AM		Note Created By: Livaudais, Lauren		Note Type: Customer's Attorney	
<p>From: Livaudais Lauren, (C) Sent: Wednesday, October 22, 2008 11:24 AM To: 'Smith Watkins, Kelly' [mailto:kwatkins@thslaw.com] Subject: RE: [REDACTED] release</p> <p>Hi Kelly,</p> <p>I will look into approving those changes and get back to you.</p> <p>Kind Regards,</p> <p>Lauren Livaudais Customer Relations and Services Representative V2-US-A-51</p> <p>Telephone (201) 263-8269 (800) 831-1117*8269 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/22/2008 11:24AM
Activity Type	General	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/22/2008 11:24AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Will have legal dept. approve changes of release.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/23/2008 11:38AM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/23/2008 11:32AM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. Sent revised release to attny.		

Note Created: 10/23/2008 11:38AM	Note Created By: Livaudais, Lauren	Note Type: Customer's Attorney
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<p>From: Livaudais Lauren, (C) Sent: Thursday, October 23, 2008 11:38 AM To: 'Smit Subject: [REDACTED] release</p> <p>Hi Kelly,</p> <p>We have approved the changes, made some slight changes. Please have the customer sign the release and please have it returned to me as soon as possible. Center will not be able to begin the repair until they have received the signed release.</p> <p>Kind Regards,</p> <p>Lauren Livaudais Customer Relations and Services Representative V2-US-A-51</p> <p>Telephone (201) 263-8269 (800) 831-1117*8269 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Activity Status:	Done	Activity Updated:	10/23/2008 12:03PM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/23/2008 12:02PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes. Attny received doc will have cust sign and return.		

Note Created: 10/23/2008 12:03PM	Note Created By: Livaudais, Lauren	Note Type: Customer's Attorney
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Customer Service Request Detail # 200828202186

<p>From: Smith Watkins, Kelly [mailto:kwatkins@thslaw.com] Sent: Thursday, October 23, 2008 12:01 PM To: Livaudai Subject: RE: [REDACTED] release</p> <p>Thanks Lauren, I have forwarded this to my client and hope to have at least an electronic version of signed document for you soon.</p>		
<p>Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Livaudais, Lauren Activity Created: 10/23/2008 12:03PM Activity Created By: Livaudais, Lauren Activity Description: See notes.</p>	<p>Activity Updated: 10/23/2008 12:04PM Activity Updated By: Livaudais, Lauren Email From: Email To:</p>	
<p>Note Created: 10/23/2008 12:03PM Note Created By: Livaudais, Lauren Note Type: Customer's Attorney</p>		
<p>From: Livaudais Lauren, (C) Sent: Thursday, October 23, 2008 12:02 PM To: 'Smith W' Subject: RE: [REDACTED] release</p> <p>Kelly-</p> <p>That would be great! Thanks a lot.</p> <p>Kind Regards,</p> <p>Lauren Livaudais Customer Relations and Services Representative V2-US-A-51</p> <p>Telephone (201) 263-8269 (800) 831-1117*8269 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Livaudais, Lauren Activity Created: 10/24/2008 12:54PM Activity Created By: Livaudais, Lauren Activity Description: Signed release sent from attny. See notes. See attachments.</p>	<p>Activity Updated: 10/24/2008 01:05PM Activity Updated By: Livaudais, Lauren Email From: Email To:</p>	
<p>Note Created: 10/24/2008 12:55PM Note Created By: Livaudais, Lauren Note Type: Customer's Attorney</p>		

Customer Service Request Detail # 200828202186

From: Smith Watkins, Kelly [mailto:kwatkins@thslaw.com]
Sent: Friday, October 24, 2008 12:06 PM
To: Livaudais Lauren, (C)
Subject:

Lauren,

Attached is the signed release...I won't have the original signed document until next week, but this should suffice in order to allow the scheduled repair to take place on Monday.

Thanks

Kelly Watkins

Pursuant to Treasury Regulations, any U.S. federal tax advice contained in this communication, unless otherwise stated, is not intended and cannot be used for the purpose of avoiding tax-related penalties.

Kelly Smith Watkins, Esquire
Tallman Hudders & Sorrentino, P.C.
The Paragon Centre, Suite 300
1611 Pond Road
Allentown, PA 18104
Direct Dial: (484) 765-2203
Fax: (610) 391-1805
Email: ksmith@thslaw.com

Activity Status:	Done	Activity Updated:	10/24/2008 01:05PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/24/2008 01:05PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Sent release to AAM and SM. We can begin repair which is goodwill to the cust.		

Note Created:

Note Created By:

Note Type:

Customer Service Request Detail # 200828202186

Activity Status:	Done	Activity Updated:	10/24/2008 01:08PM
Activity Type	Field Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/24/2008 01:07PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Note Created: 10/24/2008 01:07PM

Note Created By: Livaudais, Lauren

Note Type: Field Interaction

From: Cottingham Tom, V2-US-V-65
Sent: Friday, October 24, 2008 1:06 PM
To: Livaudais Lauren, (C); 'marka@1800thompson.com'
Cc: Preserve_AI
Subject: RE: CRITICAL [REDACTED] /VIN# [REDACTED] / Z4/ 2003/20,000/Thompson BMW

Thank you Lauren, enjoy your weekend.

Best Regards,

Tom

Thomas G. Cottingham

BMW of North America, LLC, Eastern Region

Area 18 Aftersales Manager

200 Chestnut Ridge Road

Woodcliff Lake, NJ 07677

tom.cottingham@bmwna.com

Cell: (732)-245-9262

Voice Mail: 800-626-2436 Ext 6282

Fax: (732)-530-3693

Activity Status:	Done	Activity Updated:	10/24/2008 01:15PM
Activity Type	Customer's Attorney	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/24/2008 01:08PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	See notes.		

Note Created: 10/24/2008 01:08PM

Note Created By: Livaudais, Lauren

Note Type: Customer's Attorney

Customer Service Request Detail # 200828202186

From: Livaudais Lauren, (C)
Sent: Friday, October 24, 2008 1:16 PM
To: 'Smith Watkins, Kelly'
Subject: RE:

Thank you, I appreciate the fast response. Enjoy your weekend!

Lauren Livaudais
Customer Relations and Services
Representative
V2-US-A-51

Telephone
(201) 263-8269
(800) 831-1117*8269

Fax
(201) 930-8484

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

Customer Service Request Detail # 200835802528

Customer

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

Service Request

Service Request #:	200835802528
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	12/23/2008 03:43PM
Created By:	Greer, Ryan
Rep Assigned:	Greer, Ryan
Date Assigned:	12/23/2008 03:43PM
Assigned Dealer:	Crevier BMW
Identified Dealer:	Crevier BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/23/2008 03:58PM
Close Rep:	Greer, Ryan
Issue Note:	Cci steering wheel locked- dlr replaced steering column under warranty

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	27,000
Sale:	10/24/04
In Service Date:	10/24/04
Production Date:	08/20/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
12/23/2008	wtr advsd cust would file concerns. cust thanked for assistance

Attachments

File Name	Comments

Customer Service Request Detail # 200835802528

Activity Status:	Done	Activity Updated:	12/23/2008 03:56PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	12/23/2008 03:48PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	Cci steering wheel locked- dlr replaced steering column under warranty		

Note Created: 12/23/2008 03:48PM	Note Created By: Greer, Ryan	Note Type: Customer Interaction
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customer stated that steering wheel locked while pulling into parking lot. customer's wife stated the steering column malfunction did not allow for full turning radius. customer stated that Crevier BMW covered under warranty the steering column replaced. customer stated malfunction happened on 12/11 and deliver repaired and delivered on 12/19	
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Customer Service Request Detail # 200904801683

Customer

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

Service Request

Service Request #:	200904801683
Brand:	BMW
Type:	Complaint
Source:	Executive Letter
Current Status:	Closed
Date Opened:	2/17/2009 12:15PM
Created By:	Sturm, Brandi
Rep Assigned:	Young, Elaine
Date Assigned:	2/17/2009 12:18PM
Assigned Dealer:	Coast BMW
Identified Dealer:	Coast BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	2/26/2009 02:31PM
Close Rep:	Young, Elaine
Issue Note:	BMW AG - Cust seeks assistance with steering issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	09/23/04
In Service Date:	09/23/04
Production Date:	04/21/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
2/26/2009	Customer requesting assistance with steering issue was advised dealer must be able to duplicate problem before we can assist him. He will decide what he wants to do.

Attachments

File Name	Comments

Customer Service Request Detail # 200904801683

Activity Status:	Done	Activity Updated:	2/17/2009 12:18PM
Activity Type	General	Activity Updated By:	Sturm, Brandi
Activity Assigned To:	Sturm, Brandi	Email From:	
Activity Created:	2/17/2009 12:17PM	Email To:	
Activity Created By:	Sturm, Brandi		
Activity Description:	BMW AG - Cust seeks assistance with steering issue.		

Note Created: 2/17/2009 12:17PM

Note Created By: Sturm, Brandi

Note Type: General

From: Peavy Mark Steven, VP-51
Sent: Tuesday, February 17, 2009 3:41 AM
To: Beidelman Jason, [REDACTED]-51; Murphy-McName [REDACTED]ssa, (T); Sturm Brandi, (T)
Subject: Customer Mr [REDACTED] BMW Z4 E-85 VIN L [REDACTED] first reg. 23.9.2004 --repair inquiry: steering--

Hello Brandi,

next case for BMW NA is below detailed steering repair inquiry from Mr. [REDACTED] in California concerning his 2004 Z4.

Viele Grüße
Mark

BMW Group
Mark Peavy
Product and Service Management
Warranty
80788 München
Tel.: +49 89 382 57156
Fax: +49 89 382 57312
mailto:mark.peavy@bmw.de
http://www.bmwgroup.com

Bayerische Motoren Werke Aktiengesellschaft
Vorstand: Norbert Reithofer, Vorsitzender,
Frank-Peter Arndt, Herbert Diess, Klaus Draeger,
Friedrich Eichiner, Harald Krüger, Ian Robertson
Vorsitzender des Aufsichtsrats: Joachim Milberg
Sitz und Registergericht: München HRB 42243

From: [REDACTED]
To: Cus [REDACTED]mw.com>
Date: Fri, 6 Feb 2009 18:45:25 +0100
Subject: RE: Steering problems with BMW Z4

Thank you very much for your reply. I did not realize that this was the BMW service ...

Customer Service Request Detail # 200904801683

... team. I was in hopes that maybe I could get some hints on how to deal with this steering problem. Maybe you can get me more than just hints, and actually get me headed in the correct direction. what follows is the information you requested. ...

VIN # is 4USBT33584L [REDACTED]
2004 Z4 with sport package

[REDACTED]
San Luis Obispo, Ca. [REDACTED]

The problem is non-existent on cool days. If the car sits in the direct sunlight on a warmer day (say above 75 degf) the problem starts showing up. It is most certainly effected by ambient temperature. What happens when you are just cruising (let's say down the freeway at approximately 70 mils/hr) the steering has a hard spot. You constantly have to pull through the hard spot to correct the steering. This creates a zig-zag pattern down the freeway. I would not classify it as a true safety concern (unless you get stopped for weaving down the road by the cops), but more of an annoyance. It feels like the universal joints in the steering column are binding. However I looked and could not see any issues. I doubt that it's a bad gear tooth, because if it were ,it would be bad when it was cold as well as hot. It most likely is some software issue with the power assist, but I'm not sure how the temperature comes into play. The local dealer said that nothing was wrong (by the time I got it in, it was a cool day). They told me that to replace the steering column was \$3,000. After reading the articles published on the net, I see where people have replaced the column and still have the same problem. In fact in one case they got in a new Z4 still on the lot for sale, and it had this problem. I do not currently have a plan of action. I don't want to replace the steering column if it will not solve the problem. I'm looking for some direction. Any help you could provide would be appreciated. Thanks!

[REDACTED]


From: "Kundenbetreuung@bmw.de" <Kundenbetreuung@bmw.de>
To: Customer.Service <Customer.Service@bmw.com>
Date: Thu, 5 Feb 2009 13:25:04 +0100
Subject: BMW Kundenbetreuung ((To: wrh1@pge.com, kundenbetreuung@bmw.de))

Content-Type: text/plain; charset="us-ascii"
MIME-Version: 1.0

Sent: 04.02.2009
Subject: [REDACTED]
From: [REDACTED]
To: kundenbetreuung <kundenbetreuung@bmw.de>

I have a 2004 BMW Z4 and on hot days my steering has a catch and will stop the wheels from turning by itself. As in, you have to ...

Customer Service Request Detail # 200904801683

<p>... force the wheel to turn. I see on the internet that many others are having this very same problem. That is were I picked up this e-mail address. My dealer said that it did not feel like a problem to them (it was a cool day) and if I wanted to replaced the steering column it would be \$3,000.00. Do you have any ideas on the best way to proceed? I could just live with it, but I would rather fix it. I live in So. California and it's hot here often. Thanks in advance for any assistance!</p> 		<p>...</p>	
Activity Status:	Done	Activity Updated:	2/17/2009 03:59PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/17/2009 03:59PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sw cust abt issue.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/18/2009 09:25AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/18/2009 09:25AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	spk to Jess abt issue. he wl chk it out.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/18/2009 09:47AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/18/2009 09:46AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sent Jess info-see note		
Note Created: 2/18/2009 09:47AM		Note Created By: Young, Elaine	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200904801683

<p>From: Young Elaine, (T) Sent: Wednesday, February 18, 2009 9:39 AM To: Cusuman -A-5 Subject: RE: [REDACTED] Vin [REDACTED]-BMW Z4 2004</p> <p>Hi Jess,</p> <p>The number is SR200904801683. Thanks for your help.</p> <p>E</p> <hr/> <p>From: Cusumano Jess, V2-US-A-5 Sent: Wednesday, February 18, 2009 9:29 AM To: Young Elaine, (T) Subject: just checking in</p> <p>do you have the VIN/SR for the Z4 case?</p> <p>Jess A. Cusumano Customer Relations and Services Internet Communications Manager V2-US-A-5</p> <p>Telephone 201-263-8207 Fax 201-930-8484 Mailing Address PO Box 1227 Westwood, NJ 06765-1227</p>		
<p>Activity Status: Done Activity Type Corporate Interaction Activity Assigned To: Young, Elaine Activity Created: 2/18/2009 10:36AM Activity Created By: Young, Elaine Activity Description: jss w/ chk with vlodek-see note</p>	<p>Activity Updated: 2/18/2009 10:36AM Activity Updated By: Young, Elaine Email From: Email To:</p>	
<p>Note Created: 2/18/2009 10:36AM Note Created By: Young, Elaine Note Type: Corporate Interaction</p>		
<p>From: Cusumano Jess, V2-US-A-5 Sent: Wednesday, February 18, 2009 10:35 AM To: Young Elaine, (T) Subject: RE: Walter Howard-Vin LS51338-BMW Z4 2004</p> <p>I have forwarded it to Vlodek. I will let you know what I get back.</p>		

Customer Service Request Detail # 200904801683

Activity Status:	Done	Activity Updated:	2/19/2009 09:41AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/19/2009 09:41AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	eng advd cust to chng steering column-see note		

Note Created: 2/19/2009 09:41AM

Note Created By: Young, Elaine

Note Type: Corporate Interaction

From: Gallacher Frank, V2-US-A-22
 Sent: Wednesday, February 18, 2009 2:50 PM
 To: Cusumano Jess, V2-US-A-5
 Cc: Olczak Vlo [REDACTED] -US-A-22
 Subject: RE: L [REDACTED] - E85 Z4 Steering Concern

Jess,

This customer should have the steering column/EPS unit replaced.

Frank

Activity Status:	Done	Activity Updated:	2/19/2009 09:42AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/19/2009 09:42AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	sw jess. advd cust was told this does not wk. he wl chk further.		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	2/19/2009 09:43AM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/19/2009 09:43AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	jess ? eng agn-see note		

Note Created: 2/19/2009 09:43AM

Note Created By: Young, Elaine

Note Type: Corporate Interaction

Customer Service Request Detail # 200904801683

<p>From: Cusumano Jess, V2-US-A-5 Sent: Thursday, February 19, 2009 8:44 AM To: Gallacher Frank, V2-US-A-22 Cc: Olczak Vlo 2-US-A-22 Subject: RE: [REDACTED] 8 - E85 Z4 Steering Concern</p> <p>Thank you Frank,</p> <p>the customer has read on the web that this doesn't solve the problem and is very apprehensive because it is a \$3K job (vehicle is out of warranty). Do you know if the chat on the web has validity or is it just rumor?</p> <p>Jess</p>		
<p>Activity Status: Done Activity Type: Corporate Interaction Activity Assigned To: Young, Elaine Activity Created: 2/19/2009 02:29PM Activity Created By: Young, Elaine Activity Description: jess advd eng says updated parts are now used to fix issue.</p>	<p>Activity Updated: 2/19/2009 02:29PM Activity Updated By: Young, Elaine Email From: Email To:</p>	
<p>Note Created:</p>		<p>Note Created By: Note Type:</p>
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Young, Elaine Activity Created: 2/19/2009 02:30PM Activity Created By: Young, Elaine Activity Description: advd cust part should tk care of prblm. he is asking for some gd will for issue. I advd wl chk.</p>		<p>Activity Updated: 2/19/2009 02:30PM Activity Updated By: Young, Elaine Email From: Email To:</p>
<p>Note Created:</p>		<p>Note Created By: Note Type:</p>
<p>Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Young, Elaine Activity Created: 2/20/2009 10:58AM Activity Created By: Young, Elaine Activity Description: sw amm abt issue. he advd issue must be duplicated for us to gd wl.</p>		<p>Activity Updated: 2/20/2009 10:58AM Activity Updated By: Young, Elaine Email From: Email To:</p>
<p>Note Created:</p>		<p>Note Created By: Note Type:</p>
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Young, Elaine Activity Created: 2/25/2009 10:52AM Activity Created By: Young, Elaine Activity Description: advd cust of outcome-see note</p>		<p>Activity Updated: 2/25/2009 10:52AM Activity Updated By: Young, Elaine Email From: Email To:</p>
<p>Note Created: 2/25/2009 10:52AM</p>		<p>Note Created By: Young, Elaine Note Type: Customer Interaction</p>

Customer Service Request Detail # 200904801683

From: Young Elaine, (T)
Sent: February 25, 2009 10:52 AM
To: [REDACTED]
Subject: [REDACTED] Vin L [REDACTED] 2004 BMW Z4 roadster

Good morning Randy,

I have checked into the issue you and I discussed concerning rough steering in your car. According to our engineering department the updated fix to the problem is effective and your adviser is correct in what he told you.

I also inquired about some good will toward the cost of that repair. Our Market Team has advised me that we cannot address any good will toward costs unless the problem is actually duplicated by the service department at the dealership.

Please advise me as to how you would like to proceed from here. Thank you.

Sincerely,
Elaine

Elaine Young
Customer Relations and Services
Representative
V2-US-A51

Telephone:
201-263-8232
800 831-1117 x8232
Fax:
201-930-8484
Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	2/25/2009 03:42PM
Activity Type:	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/25/2009 03:42PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	cust response-see note		
Note Created: 2/25/2009 03:42PM		Note Created By: Young, Elaine	
		Note Type: Customer Interaction	

Customer Service Request Detail # 200904801683

From: Howard, Randy [mailto:WRH1@PGE.COM]
Sent: Wednesday, February 25, 2009 2:04 PM
To: Young El
Subject: RE: [REDACTED] Vin L [REDACTED]-2004 BMW Z4 roadster

Hi, Elaine. Thanks for looking into this for me. At least now I have a direction to head in. That is much better than replacing parts and hoping for the best.

As far as getting the dealership to verify the problem, may be a little tricky. The normal procedure is to make an appointment for service and then take your car in at that time (usually early AM when it is cool). As you know this problem comes and goes and is heat related. So getting the problem to match up with an appointment is a little difficult. Maybe I can work out something with the dealership to bring it by for a test drive when it's acting up. I have noticed, the problem is accruing more frequent and is not as temperature dependent. But the problem is still much worse when the weather is hot.

However, from a bigger picture (not just me) it is obvious that this is more of a design issue and not a failed part problem. That is, the EPS unit has not failed, it is working just like it was originally designed. Replacing it only solves the problem (I hope) because the EPS unit has been upgraded. One would think that this would be more of a recall type issue, vs a repair problem. It is obvious with very little research there are many others out there having similar problems. It appears that the owners are paying for a design issue. (just my 2 cents)

So I'm assuming that you (or someone) has sent this information to my dealer (Coast) so that if they can verify the problem with the EPS unit, they will know what their (and my) options are. By the way to you have a ballpark price for one of these EPS units?

Just so you can see I did a quick search on EPS replacement and these are a couple of the many that I found.

this is from 2004
<http://bimmer.roadfly.com/bmw/forums/e85/5324735-1.html>
a link to many running comments
<http://bimmer.roadfly.com/bmw/forums/e85/5257914-1.html>

Ag [REDACTED] your help. I'll see what I can do with this information.
Wc [REDACTED]

Activity Status:	Done	Activity Updated:	2/26/2009 02:30PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	2/26/2009 02:30PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	response to customer-see note		

Note Created: 2/26/2009 02:30PM Note Created By: Young, Elaine Note Type: Customer Interaction

Customer Service Request Detail # 200904801683

From: Young Elaine, (T)
Sent: Thursday, February 26, 2009 2:27 PM
To: 'Howard'
Subject: RE: [REDACTED] Vin L [REDACTED] 8-2004 BMW Z4 roadster

Hi Randy,

You're welcome.

OK, my thought is that if you make an appointment with the dealer you could ask them to check the car out in the afternoon when it gets really hot. Maybe then they would be able to duplicate the problem.

I don't have a technical background so I am certainly not in a position to say whether it is a design issue or a failed part.

You have stated in a prior email to our customer service that the cost to replace the steering column should be about \$3,000.00.

I hope I addressed all of your concerns. If I can be of any further assistance please contact me.

Sincerely,
Elaine

Customer Service Request Detail # 200907501469

Customer

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

Service Request

Service Request #:	200907501469
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	3/16/2009 11:38AM
Created By:	Burkland, Laurie
Rep Assigned:	Burkland, Laurie
Date Assigned:	3/16/2009 11:38AM
Assigned Dealer:	BMW Cleveland
Identified Dealer:	BMW Cleveland
Date Resolved:	3/17/2009 04:56PM
Resolve Rep:	NET, DCS
Date Closed:	3/18/2009 06:07PM
Close Rep:	Burkland, Laurie
Issue Note:	Cust stts veh has steering issue when hot.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/10/07
In Service Date:	02/27/04
Production Date:	10/23/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/16/2009	Writer advd would call dlr at which cust has appt on 3/18 to tt SM. Rqstd dlr info. Closed pending cust contact.
3/18/2009	Writer rqstd follow up from cust if he needs further assistance after his appt. Closed pending contact.

Attachments

File Name	Comments

Customer Service Request Detail # 200907501469

Activity Status:	Done	Activity Updated:	3/16/2009 04:21PM
Activity Type	Email - Inbound	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	[REDACTED]
Activity Created:	3/14/2009 05:59PM	Email To:	Product Questions <ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Technical Issues		

Note Created:	Note Created By:	Note Type:
		<p>3/14/2009 4:57:57 PM</p> <p>[REDACTED]</p> <p>[REDACTED] Fowler [REDACTED] mail: [REDACTED]</p> <p>Home Phone: [REDACTED]</p> <p>Work Phone: [REDACTED]</p> <p>Fax: [REDACTED]</p> <p>Daytime Phone: [REDACTED]</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Other Phone: [REDACTED]</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Year: 2004</p> <p>Model: [REDACTED] dster 2.5i</p> <p>VIN: [REDACTED]</p> <p>Date Purchased: 05/10/2007</p> <p>Purchased From: bmw cleveland</p> <p>Purchase State: Ohio</p> <p>Service Center: bmw cleveland Preston Auto Mall</p> <p>City: warren</p> <p>State: Ohio</p> <p>Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question / Request:</p> <p>Sticky steering in hot weather. Very concerned. Cleveland charged me fifty dollars and claimed ignorance. Their invoice #BMCS59904, item 3. I know from the internet that this is a real problem and has been going on since at least 2006. I just brought the car out of storage and tried Preston BMW in Warren, Ohio. "Barry" told me BMWNA is aware of the problem, but not sure how to correct it. My next appointment is 18March09 for the airbag light.</p>

Activity Status:	Done	Activity Updated:	3/16/2009 04:22PM
Activity Type	Customer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/16/2009 11:38AM	Email To:	[REDACTED]
Activity Created By:	Burkland, Laurie		
Activity Description:	RE: Your BMW inquiry [1-955505708]		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200907501469

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4 Roadster. I was sorry to read of the concerns you have had with your vehicle's steering.

I spoke with Service Manager, Bill Kenny, at BMW Cleveland this afternoon. He indicated that the service team was unable to duplicate the issue. If they are unable to duplicate a problem, they cannot diagnose or repair the vehicle. I would be happy to contact the service center at which you have your appointment on March 18. Are you taking the vehicle to BMW Cleveland or Preston BMW?

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,

Laurie Burkland
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/16/2009 12:00:00 AM
To: Product Questions <ProductQuestions@bmwusa.com>
Subject: BMW Products & Services Assistance : Technical Issues

3/14/2009 4:57:57 PM

[REDACTED]
[REDACTED] Fow [REDACTED] mail: [REDACTED]

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Fax: [REDACTED]
Daytime Phone: [REDACTED]
Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time
Other Phone: [REDACTED]
Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time
Year: 2004
Model: [REDACTED] dster 2.5i
VIN: [REDACTED]
Date Purchased: 05/10/2007
Purchased From: bmw cleveland
Purchase State: Ohio
Service Center: bmw cleveland Preston Auto Mall
City: warren
State: Ohio
Referred Via: na-ContactUs

Subject: Technical Issues

Question / Request:

Sticky steering in hot weather. Very concerned. Cleveland charged me fifty dollars and claimed ignorance. Their invoice #BMCS59904, item 3. I know from the internet that ...

Customer Service Request Detail # 200907501469

		... this is a real problem and has been going on since at least 2006. I just brought the car out of storage and tried Preston BMW in Warren, Ohio. "Barry" told me BMWNA is aware of the problem, but not sure how to correct it. My next appointment is 18March09 for the airbag light.	
Activity Status:	Done	Activity Updated:	3/16/2009 11:41AM
Activity Type	Dealer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	3/16/2009 11:41AM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Writer LM for SD Bill Kenney to cb re: was svc ctr able to dup issue?		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/16/2009 04:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	3/16/2009 02:19PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Sm Bill Kenny cb & LM to call him 216-4070404.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/16/2009 04:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	3/16/2009 02:19PM	Email To:	
Activity Created By:	Burkland, Laurie		
Activity Description:	Writer tt SM Bill Kenny & he stts they were unable to dup. Stts gossip on forums is not same issue.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/18/2009 05:28PM
Activity Type	Customer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	
Activity Created:	3/16/2009 10:22PM	Email To:	Product Questions
Activity Created By:	Administrator, Siebel		<ProductQuestions@bmwu
Activity Description:	Re: Your BMW inquiry [1-955505708]		sa.com>
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200907501469

It is the same problem that other 2004 BMW Z4's have when the owners complain about sticky steering in hot weather. The whole time we were in Georgia, the steering was frighteningly terrible. This is a most uncomfortable feeling. Is the steering a safety issue? Is this the prelude to total failure? Haven't you already been contacted by the NHTSA about this? They have 13 complaints listed on their web site. I will be taking the car to Preston 18 March. Just so you know, at 60 degrees ambient temperature, they won't be able to duplicate the problem either. Shouldn't BMWNA be able to diagnose the problem since you are aware of it and have obviously fixed it on other cars?

On Mon, Mar 16, 2009 at 4:21 PM,
<ProductQuestions@bmwusa.com<mailto:ProductQuestions@bmwusa.com>> wrote:
Dear Mr [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4 Roadster. I was sorry to read of the concerns you have had with your vehicle's steering.

I spoke with Service Manager, Bill Kenny, at BMW Cleveland this afternoon. He indicated that the service team was unable to duplicate the issue. If they are unable to duplicate a problem, they cannot diagnose or repair the vehicle. I would be happy to contact the service center at which you have your appointment on March 18. Are you taking the vehicle to BMW Cleveland or Preston BMW?

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,

Laurie Burkland
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/16/2009 12:00:00 AM
To: Product Questions
<ProductQuestions@bmwusa.com<mailto:ProductQuestions@bmwusa.com>>
Subject: BMW Products & Services Assistance : Technical Issues

3/14/2009 4:57:57 PM

Name: [REDACTED]
Address: 4335 Sodom-Hutchin
Fowler mail: [REDACTED] >
Home Phone: [REDACTED]
Work Phone:
Fax:
Daytime Phone:
Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time
Other Phone:
Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time
Year: 2004
Model: [REDACTED] dster 2.5i
VIN: [REDACTED]
Date ...

Customer Service Request Detail # 200907501469

		... Purchased: 05/10/2007 Purchased From: bmw cleveland Purchase State: Ohio Service Center: bmw cleveland Preston Auto Mall City: warren State: Ohio Referred Via: na-ContactUs Subject: Technical Issues Question / Request: Sticky steering in hot weather. Very concerned. Cleveland charged me fifty dollars and claimed ignorance. Their invoice #BMCS59904, item 3. I know from the internet that this is a real problem and has been going on since at least 2006. I just brought the car out of storage and tried Preston BMW in Warren, Ohio. "Barry" told me BMWNA is aware of the problem, but not sure how to correct it. My next appointment is 18March09 for the airbag light.	
Activity Status:	Done	Activity Updated:	3/18/2009 06:06PM
Activity Type	General	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	3/17/2009 04:53PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 3/17/2009 04:53PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 95801 on Tue Mar 17 16:53:12 EDT 2009			
Activity Status:	Done	Activity Updated:	3/18/2009 06:06PM
Activity Type	Customer Interaction	Activity Updated By:	Burkland, Laurie
Activity Assigned To:	Burkland, Laurie	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/18/2009 05:29PM	Email To:	[REDACTED]
Activity Created By:	Burkland, Laurie		
Activity Description:	BMW NA Outgoing Email [1-957997019]		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200907501469

Dear Mr. [REDACTED]

This is a follow up from our previous correspondence. How did the appointment go? When I spoke with Service Manager, Bill Kenny, he did say they were unable to duplicate the concern the last time you were in.

To answer your questions: Recalls are administered by NHTSA. There are no open recalls on your vehicle at this time. The service center must be able to duplicate an issue on your specific vehicle in order to repair it. That is the only way to ensure that the service team is providing accurate service.

Please let me know if you need further assistance. I am happy to help in any way possible.

Sincerely,

Laurie Burkland
Customer Relations and Services
Representative

Customer Service Request Detail # 200910300847

Customer

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

Service Request

Service Request #:	200910300847
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	4/13/2009 01:49PM
Created By:	Sturm, Brandi
Rep Assigned:	Strasser, Mike
Date Assigned:	4/13/2009 01:54PM
Assigned Dealer:	
Identified Dealer:	Peter Pan BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/14/2009 11:28AM
Close Rep:	Strasser, Mike
Issue Note:	Recurring issue with EPS

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	93,000
Sale:	08/10/03
In Service Date:	08/10/03
Production Date:	02/22/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
5/14/2009	Customer had steering column replaced on his Z4 at Peter Pan BMW. Randy (AMM) has authorized reimbursement of \$1000 back to customer. Check will be sent from Peter Pan BMW per Randy (AMM).

Attachments

File Name	Comments

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	4/13/2009 01:54PM
Activity Type	Corporate Interaction	Activity Updated By:	Sturm, Brandi
Activity Assigned To:	Sturm, Brandi	Email From:	
Activity Created:	4/13/2009 01:51PM	Email To:	
Activity Created By:	Sturm, Brandi		
Activity Description:	Recurring issue with EPS		

Note Created: 4/13/2009 01:53PM

Note Created By: Sturm, Brandi

Note Type: Corporate Interaction

From: Beidelman Jason, V2-US-A-51
Sent: Monday, April 13, 2009 10:19 AM
To: Sturm Brandi, (T)
Subject: FW: Contact @ BMWNA

Hi Brandi,

This is a California customer. Could you please assign to the next one on the distribution list today. I know we have three people out, so it will either be Fran, Mike, Sal, or Nellie.

Thanks,

Jason

From: Carey Brian, V2-US-B-1-P-13
Sent: Monday, April 13, 2009 10:14 AM
To: Beidelman Jason, V2-US-A-51
Cc: Villaverde Silvia, V2-US-A-5
Subject: RE: Contact @ BMWNA
Hi Jason,

I received Silvia's 'out of office' message, so I thought I would forward this to you as well.

Best regards,

Brian
Brian Carey
Z4 and 1 Series Brand Manager
BMW of North America
Office: (201) 307-4140
Mobile: (201) 786-8096
brian.carey@bmwna.com

From: Carey Brian, V2-US-B-1-P-13
Sent: Monday, April 13, 2009 10:12 AM
To: Villaverde Silvia, V2-US-A-5
Subject: FW: Contact @ BMWNA
Hi Silvia,

The below email is from Scott Pettit, the President of the Z Series Car Club, on behalf of one of his members. I was hoping you could have one of your people look into the situation and contact Mr. Baker (George.Baker@uboc.com).

If his claim about his problem being a defect is correct, maybe we would consider providing some assistance. I'm not suggesting we do this unless its warranted, as there are 700 members in the club and they have a website with a forum for commenting on various topics. I.e., our resolution has the potential to be more visible than most, so it may create expectations for other customers. However, if we feel he deserves some assistance and is happy with the outcome, we may get some good visibility as well. ...

Customer Service Request Detail # 200910300847

... I'll leave it up to you CR experts.

Thanks,
Brian

Best regards,
Brian

Brian Carey
Z4 and 1 Series Brand Manager
BMW of North America
Office: (201) 307-4140
Mobile: (201) 786-8096
brian.carey@bmwna.com

From: Scott Pettit [mailto:scottpettit@sbcglobal.net]
Sent: Saturday, April 11, 2009 1:06 AM
To: Carey Brian, V2-US-B-1-P-13
Subject: Fwd: Contact @ BMWNA
Brian,

I hope that you had a great Easter weekend.

One of our club members has asked me to help with this situation so I am forwarding this to you.

As always, I do not give your contact info to anyone so if you want to reply to him through me, that would be fine.

Thanks,

Scott Pettit
President
BMW-ZSCCA

Begin forwarded message:

From: "George Baker" <George.Baker@uboc.com>
Date: April 10, 2009 12:30:35 PM PDT
To: "Scott Pettit" <scottpettit@sbcglobal.net>
Subject: RE: Contact @ BMWNA

Scott:
I just received word from the service department at Peter Pan that my whole steering column will have to be replaced. Cost will be \$3,300! I've checked NHTS's web site and other web sites and this is a real problem with 2003 Z4. This is a defect in the design and should be replaced by BMW. Any help you can give would be greatly appreciated.
George
geonkatie@sbcglobal.net
650-728-1036

From: Scott Pettit [mailto:scottpettit@sbcglobal.net]
Sent: Thursday, April 09, 2009 8:49 PM
To: George Baker
Subject: Re: Contact @ BMWNA
George,
If you will write up your concern, I will forward it to my contact so that they can deal with ...

Customer Service Request Detail # 200910300847

... you directly.
 By the way, I notice that you are in Palo Alto. Are you aware of Bay Area Z? Check us out at:
 www.bayareaz.com
 Scott Pettit
 On Apr 9, 2009, at 2:38 PM, George Baker wrote:

Scott:
 You mentioned that you have a contact at BMWNA. I would appreciate a name and phone number. I'm have some real issues with my electronic power steering. I have a 2003 z4 and the EPS keeps going out. From what I've read this is a problem with the z-4 and is a know defect. Evidently it does not look like anyone has had any luck in resolving this issue with BMW. Any thoughts?
 George
 George D. Baker
 Union Bank of California
 Relationship Manager
 400 University Ave.
 Palo Alto, Ca. 94301
 (O) 650-859-1204 (C) 650-922-0047
 george.baker@uboc.com

This communication (including any attachments) may contain privileged or confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this communication and/or shred the materials and any attachments and are hereby notified that any disclosure, copying, or distribution of this communication, or the taking of any action based on it, is strictly prohibited.

Thank you.

This communication (including any attachments) may contain privileged or confidential information intended for a specific individual and purpose, and is protected by law. If you are not the intended recipient, you should delete this communication and/or shred the materials and any attachments and are hereby notified that any disclosure, copying, or distribution of this communication, or the taking of any action based on it, is strictly prohibited.

Thank you.

Activity Status:	Done	Activity Updated:	4/14/2009 04:12PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/14/2009 04:12PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left message for the customer on 650-859-1204		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	4/15/2009 01:45PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/15/2009 01:41PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Spoke to the customer, see notes.		

Note Created: 4/15/2009 01:41PM Note Created By: Strasser, Mike Note Type: Customer Interaction

Customer has a 2003 Z4 that is having the steering column replaced tomorrow at Peter Pan BMW. He purchased the extended warranty for the vehicle and currently has 2 other BMW's. The fault code that is showing for the steering column is 611-c he stated. He is looking for some assistance on the repair. He was quoted \$3300 by Peter Pan.

Activity Status:	Done	Activity Updated:	4/15/2009 01:53PM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/15/2009 01:52PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		

Note Created: 4/15/2009 01:53PM Note Created By: Strasser, Mike Note Type: Field Interaction

From: Strasser Michael, V2-US-A-51
 Sent: Wednesday, April 15, 2009 1:51 PM
 To: Nonnenberg Randy, V2-US-V-37
 Cc: Morrow Jim, V2-US-V-3-A
 Subject: LR63445 2003 Z4 Roadster RE: George Baker - Peter Pan BMW

Hi Randy,

This customer has a 2003 Z4 that is having the steering column replaced tomorrow at Peter Pan BMW. He purchased the extended warranty for the vehicle and currently has 2 other BMW's. The fault code that is showing for the steering column is 611-c he stated. He is looking for some assistance on the repair. He was quoted \$3300 by Peter Pan. Can we do something for him? He seems like a good customer and good guy. I was thinking possibly \$1000? Let me know what you think.

Regards,

Michael Strasser
 Customer Relations & Services
 Consultant

Telephone
 (201) 263-8220
 (800) 831-1117*8220
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	4/17/2009 01:51PM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/17/2009 01:51PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left message for Randy (AMM) regarding possible goodwill for this customer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/17/2009 01:52PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/17/2009 01:52PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Spoke to customer, i informed him that I left a follow up message for my AMM and I am waiting to hear from him.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	4/20/2009 11:09AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/20/2009 11:08AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		

Note Created: 4/20/2009 11:08AM	Note Created By: Strasser, Mike	Note Type: Field Interaction
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<p>From: Strasser Michael, V2-US-A-51 Sent: Monday, April 20, 2009 11:08 AM To: Nonnenberg Randy, V2-US-V-37 Cc: Morrow Jim S-V-3-A Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Hi Randy,</p> <p>Did you get a chance to review this? Customer's vehicle is currently at Peter Pan for repair and he wants to know if we can do anything for him.</p> <p>Thanks</p> <p>Mike</p>	
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Activity Status:	Done	Activity Updated:	4/21/2009 01:47PM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/21/2009 01:47PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Spoke to Randy (AMM), he will contact Dana (S/M) to discuss. He will get back to me once they decide.		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	4/23/2009 11:28AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/23/2009 11:28AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		
Note Created: 4/23/2009 11:28AM		Note Created By: Strasser, Mike	
		Note Type: Field Interaction	
<p>From: Strasser Michael, V2-US-A-51 Sent: Thursday, April 23, 2009 11:28 AM To: Nonnenberg, V2-US-V-37 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Hi Randy,</p> <p>This is the one I called you about on Tuesday. Did you decide anything on this?</p>			
Activity Status:	Done	Activity Updated:	4/23/2009 11:28AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/23/2009 11:28AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	CCI with update from the dealer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/24/2009 02:20PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/24/2009 02:20PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	customer picked up vehicle and paid the full amount. I told him to fax over the invoice and I will work on some type of reimbursement.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/27/2009 11:01AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/27/2009 11:01AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for invoices from the customer.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	4/28/2009 09:56AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/28/2009 09:56AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for invoices from the customer.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/29/2009 10:58AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/29/2009 10:58AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for invoices from the customer.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	4/29/2009 10:59AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/29/2009 10:58AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	E-mail from Randy (AMM), see notes.		

Note Created: 4/29/2009 10:59AM	Note Created By: Strasser, Mike	Note Type: Field Interaction
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<p>From: Nonnenberg Randy, V2-US-V-37 Sent: Monday, April 27, 2009 6:53 PM To: Strasser M [REDACTED] V2-US-A-51 Subject: Re: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Mike,</p> <p>We can offer up to \$1000 in goodwill for this guy.</p> <p>Thanks, Randy</p>	
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Activity Status:	Done	Activity Updated:	4/29/2009 11:00AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/29/2009 10:59AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		

Note Created: 4/29/2009 11:00AM	Note Created By: Strasser, Mike	Note Type: Field Interaction
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Customer Service Request Detail # 200910300847

From: Strasser Michael, V2-US-A-51
 Sent: Tuesday, April 28, 2009 11:03 AM
 To: Nonnenberg, V2-US-V-37
 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW

Ok, he will accept the \$1000. can you have Peter Pan cut the check? He already paid the invoice.

Thanks again Randy!

Activity Status:	Done	Activity Updated:	4/30/2009 11:15AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	4/30/2009 11:15AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left message for the customer regarding \$1000 goodwill offer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/1/2009 11:31AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/1/2009 11:31AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Spoke to customer, he was very happy with goodwill gesture of \$1000. i informed him Peter Pan BMW will be sending check to him.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/1/2009 11:33AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/1/2009 11:32AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		

Note Created: 5/1/2009 11:32AM	Note Created By: Strasser, Mike	Note Type: Field Interaction
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From: Strasser Michael, V2-US-A-51
 Sent: Friday, May 01, 2009 11:12 AM
 To: Nonnenberg, V2-US-V-37
 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW

Hi Randy,

The customer was very happy with the goodwill offer. Can you make sure Peter Pan sends the check.

Thanks again!

Mike

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	5/4/2009 10:21AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/4/2009 10:21AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for update from Randy (AMM)		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/5/2009 10:03AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/5/2009 10:02AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		
Note Created: 5/5/2009 10:03AM		Note Created By: Strasser, Mike	
		Note Type: Field Interaction	
<p>From: Strasser Michael, V2-US-A-51 Sent: Tuesday, May 05, 2009 10:02 AM To: Nonnenbe y, V2-US-V-37 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Hi Randy,</p> <p>Can you update me on this as well.</p> <p>Thanks</p> <p>Mike</p>			
Activity Status:	Done	Activity Updated:	5/6/2009 10:23AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/6/2009 10:23AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Informed customer that checks usually take 2 weeks to receive.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/7/2009 10:07AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/7/2009 10:07AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for update from Randy (AMM), regarding check.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	5/8/2009 10:24AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/8/2009 10:23AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Sent e-mail to Randy (AMM), see notes.		
Note Created: 5/8/2009 10:24AM		Note Created By: Strasser, Mike	Note Type: Field Interaction
<p>From: Strasser Michael, V2-US-A-51 Sent: Friday, May 08, 2009 10:23 AM To: Nonnenberg Randy, V2-US-V-37 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Hi Randy,</p> <p>Do you know if the check was sent to the customer?</p> <p>Mike</p>			
Activity Status:	Done	Activity Updated:	5/11/2009 09:40AM
Activity Type	Field Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/11/2009 09:39AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	E-mail from Randy (AMM), see notes.		
Note Created: 5/11/2009 09:39AM		Note Created By: Strasser, Mike	Note Type: Field Interaction
<p>From: Nonnenberg Randy, V2-US-V-37 Sent: Friday, May 08, 2009 4:00 PM To: Strasser Michael, V2-US-A-51 Subject: RE: [REDACTED] 2003 Z4 Roadster RE: George Baker - Peter Pan BMW</p> <p>Check request made at dealer today. Customer should see check in 10 days.</p> <p>Thanks.</p> <p>Randy Nonnenberg Aftersales Area Manager BMW of North America, LLC</p>			
Activity Status:	Done	Activity Updated:	5/12/2009 09:30AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/12/2009 09:30AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left message for customer regarding status of check.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200910300847

Activity Status:	Done	Activity Updated:	5/13/2009 09:34AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/13/2009 09:34AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for response from customer if he recieved check.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	5/14/2009 11:25AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	5/14/2009 11:25AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Informed customer that check was sent and to contact me if he needs anything else in the future.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200915301096

Customer

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

Service Request

Service Request #:	200915301096
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/2/2009 04:33PM
Created By:	Moore, Cody
Rep Assigned:	Moore, Cody
Date Assigned:	6/2/2009 04:34PM
Assigned Dealer:	Flow BMW
Identified Dealer:	Flow BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/4/2009 04:40PM
Close Rep:	Moore, Cody
Issue Note:	cust. stts. that the power steering is continually going out, requesting asst;

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	26,000
Sale:	06/30/03
In Service Date:	06/30/03
Production Date:	06/11/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm, Airba	6513	RADIO AMPLIFIER
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	CHASSIS ELECTRICAL - GENERA	6134	BRAKE LIGHTS

Solution Notes

Created	Solution
6/4/2009	wrtr. could not contact cust, as phone was disconnected; no asst available, cust is out of self auth and did not purchase from bmw (private sale);

Attachments

File Name	Comments

Customer Service Request Detail # 200915301096

Activity Status:	Done	Activity Updated:	6/2/2009 04:41PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	6/2/2009 04:34PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	cust. sts. that the power steering is continually going out, requesting asst;		
Note Created: 6/2/2009 04:34PM		Note Created By: Moore, Cody	
Note Type: Customer Interaction			
cust. came to find out after dealer duplicating the problem, that the center stop light assembly has caused the whole problem related to electrical distribution; worked with Ricky Stevens; the actual symptom was the water cooking the radio amplifier;			
cust. being faced with \$1500 bill for design flaw; Flow Bmw; cust. has not had serviced at dealer b/c has not owned it long; bought 02/2009;			
Activity Status:	Done	Activity Updated:	6/3/2009 11:23AM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	6/3/2009 11:19AM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wrtr. called for sm, ricky stevens; lvm with requesting call back;		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/4/2009 11:48AM
Activity Type	General	Activity Updated By:	Moore, Cody
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	6/3/2009 03:54PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 6/3/2009 03:55PM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 15268 on Wed Jun 03 15:54:53 EDT 2009			
Activity Status:	Done	Activity Updated:	6/4/2009 11:50AM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	6/4/2009 11:45AM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wrtr. called for ricky, taillight got water in it and caused electrical issues, there is a SIB; but cust. is out of self-auth no asst available;		
Note Created: 6/4/2009 11:48AM		Note Created By: Moore, Cody	
Note Type: Dealer Interaction			
sm spoke to AAM, who was not interested in assting the customer; NO ASST AVAILABLE;			

Customer Service Request Detail # 200915301096

Activity Status:	Done	Activity Updated:	6/4/2009 11:51AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	6/4/2009 11:51AM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wrtr. called cust, number had disconnected sound; no way to lvm or speak to cust otherwise;		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	6/4/2009 04:39PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	6/4/2009 04:39PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wrtr. attmtpd to call cust. again, phone is disconnected;		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200919500579

Customer

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

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2004
 Model: Z4 roadster 2.5i
 Mileage:
 Sale: 10/29/04
 In Service Date: 10/29/04
 Production Date: 04/22/04

Service Request

Service Request #: 200919500579
 Brand: BMW
 Type: Complaint
 Source: Email-Inbound
 Current Status: Closed
 Date Opened: 7/14/2009 12:50PM
 Created By: Gillum, Aaron
 Rep Assigned: Gillum, Aaron
 Date Assigned: 7/14/2009 12:50PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 7/14/2009 12:58PM
 Close Rep: Gillum, Aaron
 Issue Note: Cust stts steering issue in hot temps

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/14/2009	wrtr directed to dlr for diag

Attachments

File Name	Comments

Customer Service Request Detail # 200919500579

Activity Status:	Done	Activity Updated:	7/14/2009 12:57PM
Activity Type	Email - Inbound	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	wcouv@hotmail.com
Activity Created:	7/13/2009 03:31PM	Email To:	Product Questions <ProductQuestions@bmwu sa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Technical Issues		

Note Created:	Note Created By:	Note Type:
		<p>7/13/2009 2:31:16 PM</p> <p>[REDACTED]</p> <p>Gainesville, VA [REDACTED]</p> <p>Home Phone [REDACTED]</p> <p>Work Phone [REDACTED]</p> <p>Fax: [REDACTED]</p> <p>Daytime Phone:</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Other Phone:</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Year: 2004</p> <p>Model: Z4 Roadster 2.5i</p> <p>VIN: LR68580</p> <p>Date Purchased: 07/10/2009</p> <p>Purchased From: Rollin Motors</p> <p>Purchase State: North Carolina</p> <p>Service Center: BMW of Fairfax</p> <p>City: Fairfax</p> <p>State: Virginia</p> <p>Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question / Request:</p> <p>Hello, I recently purchased a used 2004 2.5 Z4 and have discovered an issue with the steering that I feel is a safety concern. After sitting outside in direct sun on a hot day, the steering becomes very "sticky" and renders the vehicle difficult to control during light turns, lane changes or straight away driving. I researched this and learned that it appears to have been a common problem on this vintage resulting in a re-design of the steering column in 2005. The information I discovered led me to write this email requesting a "best course of action" for the safety of me and my family. This vehicle is obviously out of warranty, however I wanted to know if this defect, given it's prevalence and obvious safety ramifications, is something that BMWNA was repairing for it's customers.</p>

Activity Status:	Done	Activity Updated:	7/14/2009 12:57PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gillum, Aaron	Email From:	CustomerRelations@bmwusa.com
Activity Created:	7/14/2009 12:51PM	Email To:	[REDACTED]
Activity Created By:	Gillum, Aaron		
Activity Description:	Your 2004 BMW Z4 Inquiry [1-1124699941]		

Customer Service Request Detail # 200919500579

Note Created:	Note Created By:	Note Type:
		<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4. Congratulations on your purchase.</p> <p>We do not have the ability to advise you in a technical matter via e-mail. I suggest contacting the service team at your authorized BMW center directly, so they can review your concerns in person and provide technical support. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or ZIP code, on our website at www.bmwusa.com.</p> <p>The service manager at your BMW center has the ability to review your concerns then contact BMW engineering and regional representatives if the diagnosis of your vehicle warrants any special consideration. I apologize that I could not be of more direct assistance.</p> <p>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.</p> <p>Sincerely,</p> <p>Aaron Gillum Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 7/13/2009 2:31:16 PM To: Product Questions <ProductQuestions@bmwusa.com> Subject: BMW Products & Services Assistance : Technical Issues</p> <p>7/13/2009 2:31:16 PM</p> <p>[REDACTED] [REDACTED] [REDACTED] Gamesville, VA [REDACTED] Home Phone: [REDACTED] Work Phone: [REDACTED] Fax: Daytime Phone: Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time Other Phone: Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time Year: 2004 Model: Z4 Roadster 2.5i VIN: LR68580 Date Purchased: 07/10/2009 Purchased From: Rollin Motors Purchase State: North Carolina Service Center: BMW of Fairfax City: Fairfax State: Virginia Referred Via: na-ContactUs</p> <p>Subject: Technical Issues</p> <p>Question ...</p>

Customer Service Request Detail # 200919500579

	<p>... / Request:</p> <p>Hello, I recently purchased a used 2004 2.5 Z4 and have discovered an issue with the steering that I feel is a safety concern. After sitting outside in direct sun on a hot day, the steering becomes very "sticky" and renders the vehicle difficult to control during light turns, lane changes or straight away driving. I researched this and learned that it appears to have been a common problem on this vintage resulting in a re-design of the steering column in 2005. The information I discovered led me to write this email requesting a "best course of action" for the safety of me and my family. This vehicle is obviously out of warranty, however I wanted to know if this defect, given it's prevalence and obvious safety ramifications, is something that BMWNA was repairing for it's customers.</p>
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Customer Service Request Detail # 200919600332

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]

Service Request

Service Request #:	200919600332
Brand:	BMW
Type:	Inquiry
Source:	IDD
Current Status:	Closed
Date Opened:	7/15/2009 11:33AM
Created By:	Barrowclough, Sandee
Rep Assigned:	Strasser, Mike
Date Assigned:	7/15/2009 01:34PM
Assigned Dealer:	
Identified Dealer:	Century West BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	7/30/2009 09:54AM
Close Rep:	Strasser, Mike
Issue Note:	PM RECEIVED-STICKY STEERING. ID #17421944

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/25/03
In Service Date:	05/25/03
Production Date:	01/18/03

Code Descriptions

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

Solution Notes

Created	Solution
7/30/2009	I was unable to reach the customer. Sent postcard as final attempt. See attachments for postcard.

Attachments

File Name	Comments
Magno Postcard (Archived)	

Customer Service Request Detail # 200919600332

Activity Status:	Done	Activity Updated:	7/15/2009 11:49AM
Activity Type	Inquiry	Activity Updated By:	Barrowclough, Sandee
Activity Assigned To:	Barrowclough, Sandee	Email From:	
Activity Created:	7/15/2009 11:34AM	Email To:	
Activity Created By:	Barrowclough, Sandee		
Activity Description:	PM RECEIVED-STICKY STEERING. ID #17421944		

Note Created: 7/15/2009 11:34AM

Note Created By: Barrowclough, Sandee

Note Type: Inquiry

PM RECD 7/15/09:
 Sticky Steering
 Hi,
 I have a 2003 Z4 2.5i, build date 01/03. I have 30k miles on it but it's out of warranty. Will I be able to get this fixed since it's a known problem? I'm in Southern California and I noticed this issue as it's quite hot now.
 Thanks,
 Rick
 REQUESTED CONTACT INFO
 [REDACTED]

Activity Status:	Done	Activity Updated:	7/16/2009 03:30PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/16/2009 03:30PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left message for the customer on [REDACTED]		

Note Created:

Note Created By:

Note Type:

Activity Status:	Done	Activity Updated:	7/20/2009 02:42PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/20/2009 02:42PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left another message for the customer on [REDACTED]		

Note Created:

Note Created By:

Note Type:

Customer Service Request Detail # 200919600332

Activity Status:	Done	Activity Updated:	7/21/2009 12:02PM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/21/2009 12:02PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for response from the customer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/22/2009 11:52AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/22/2009 11:52AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for response from the customer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/23/2009 02:30PM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/23/2009 02:30PM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	Left 3rd message for the customer on [REDACTED]		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/27/2009 10:26AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/27/2009 10:26AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for response from the customer.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/28/2009 10:52AM
Activity Type	General	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/28/2009 10:52AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	waiting for response from the customer. I will send postcard tomorrow if I don't hear back.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200919600332

Activity Status:	Done	Activity Updated:	7/30/2009 09:50AM
Activity Type	Customer Interaction	Activity Updated By:	Strasser, Mike
Activity Assigned To:	Strasser, Mike	Email From:	
Activity Created:	7/30/2009 09:50AM	Email To:	
Activity Created By:	Strasser, Mike		
Activity Description:	I was unable to reach the customer. Sent postcard as final attempt. See attachments for postcard.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200919800623

Customer

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

Service Request

Service Request #:	200919800623
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	7/17/2009 02:40PM
Created By:	Howarth, Sarah
Rep Assigned:	Howarth, Sarah
Date Assigned:	7/17/2009 02:41PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/17/2009 02:43PM
Close Rep:	Howarth, Sarah
Issue Note:	cust req GW assistance for a "sticking steering wheel"

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	01/17/06
In Service Date:	01/30/03
Production Date:	10/21/02

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/17/2009	Advsd cust to have the vehicle diagnosed and then NA can determine if GW assistance is warranted if the dlrshp doesn't offer anything.

Attachments

File Name	Comments

Customer Service Request Detail # 200919800623

Activity Status:	Done	Activity Updated:	7/17/2009 02:42PM
Activity Type	Customer Interaction	Activity Updated By:	Howarth, Sarah
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	7/17/2009 02:41PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	cust req GW assistance for a "sticking steering wheel"		
Note Created: 7/17/2009 02:41PM		Note Created By: Howarth, Sarah	Note Type: Customer Interaction
Cust has not had the vehicle diagnosed. Advsd cust that he will need to have a BMW dirshp diagnose the problem before NA can offer any assistance.			

Customer Service Request Detail # 200920300796

Customer

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

Service Request

Service Request #:	200920300796
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	7/22/2009 03:56PM
Created By:	Doucher, Elizabeth
Rep Assigned:	Doucher, Elizabeth
Date Assigned:	7/22/2009 03:58PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	7/22/2009 03:58PM
Close Rep:	Doucher, Elizabeth
Issue Note:	cci about expiration cpo; and steering wheel sticking when hot; recalls online

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	42,000
Sale:	02/05/06
In Service Date:	08/28/03
Production Date:	07/02/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SL50	Request for Warranty - In Service Date	Request for Warranty - In Service D	DW01	Request for Warranty - In Service Date
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Created	Solution
7/22/2009	wrtr adv no open recalls; expiration date of cpo warranty, and adv having diag by dlr

Attachments

File Name	Comments

Customer Service Request Detail # 200920300796

Activity Status:	Done	Activity Updated:	7/22/2009 03:58PM
Activity Type	Customer Interaction	Activity Updated By:	Doucher, Elizabeth
Activity Assigned To:	Doucher, Elizabeth	Email From:	
Activity Created:	7/22/2009 03:58PM	Email To:	
Activity Created By:	Doucher, Elizabeth		
Activity Description:	cci about expiration cpo; and steering wheel sticking when hot; recalls online		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200920800049

Customer

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

Service Request

Service Request #:	200920800049
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	7/27/2009 09:19AM
Created By:	Flory, Dan
Rep Assigned:	Coil, Jarrod
Date Assigned:	7/28/2009 03:52PM
Assigned Dealer:	
Identified Dealer:	All Pro BMW Ocala
Date Resolved:	
Resolve Rep:	
Date Closed:	8/4/2009 03:33PM
Close Rep:	Coil, Jarrod
Issue Note:	Cust upset that his steering is very stiff after veh has sat in the sun.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	38,000
Sale:	02/02/05
In Service Date:	04/19/04
Production Date:	10/26/03

Code Descriptions

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

Solution Notes

Created	Solution
7/27/2009	Wrtr adv cust to have vehicle diagnosed and then we can look into possible GW.
7/28/2009	adv as Dan had discussed BMW would be more than happy to look into request for asst on any type of possible repair, but first cust would need to pay for diagnosis.
8/4/2009	writer adv case is still such that cust would need to pay for diagnosis of complaint. cust stts he is not going to pay for any diagnosis. cust stts he knows what the problem is and there is no need for diagnosis.

Attachments

File Name	Comments

Customer Service Request Detail # 200920800049

Activity Status:	Done	Activity Updated:	7/27/2009 09:21AM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	7/27/2009 09:20AM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Cust upset that his steering is very stiff after veh has sat in the sun.		
Note Created: 7/27/2009 09:20AM		Note Created By: Flory, Dan	Note Type: Customer Interaction
Cust states he has seen on the internet where other people have had the issue and they ended up replacing the steering rack thru the FSE. Cust adv he would like some GW.			
Activity Status:	Done	Activity Updated:	7/28/2009 01:51PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	7/28/2009 01:51PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Cust Lm req cb.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	7/28/2009 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Tedeschi, Hollie
Activity Assigned To:	Tedeschi, Hollie	Email From:	
Activity Created:	7/28/2009 03:24PM	Email To:	
Activity Created By:	Tedeschi, Hollie		
Activity Description:	cci req to spk w/dan- wrtr adv cust dan would call right back.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	7/28/2009 03:24PM
Activity Type	Corporate Interaction	Activity Updated By:	Tedeschi, Hollie
Activity Assigned To:	Tedeschi, Hollie	Email From:	
Activity Created:	7/28/2009 03:24PM	Email To:	
Activity Created By:	Tedeschi, Hollie		
Activity Description:	wrtr spoke to dan- dan req to cb cust.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	7/28/2009 03:52PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	7/28/2009 03:44PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Spoke w cust who is not willing to pay for the 106 dollar diagnosis, cust wants to know what bmw is willing to do for him before it is diagnosed...		
Note Created: 7/28/2009 03:46PM		Note Created By: Flory, Dan	Note Type: Customer Interaction

Customer Service Request Detail # 200920800049

Wrtr adv cust that bmw protocol is that vehicle needs to be diagnosed at a bmw center before we will consider compensation. Cust req to speak to a supervisor.			
Activity Status:	Done	Activity Updated:	7/28/2009 04:02PM
Activity Type	Escalation Team	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	7/28/2009 03:51PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Wrtr xfered to Jarrod per cust's req for a supervisor.		
Note Created: 7/28/2009 04:00PM		Note Created By: Coil, Jarrod	
Note Type: Escalation Team			
discussed situation with cust. adv as Dan had discussed BMW would be more than happy to look into request for asst on any type of possible repair, but first cust would need to pay for diagnosis. cust adv he would pay for diagnosis but not at the cost the dealer is trying to charge him. writer apologized and adv no asst could be discussed until official diagnosis was performed by auth BMW dealer. cust stts he appreciated writers time but very disappointed.			
Activity Status:	Done	Activity Updated:	8/4/2009 03:27PM
Activity Type	Email - Inbound	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	Customer.Service@bmw.com
Activity Created:	8/3/2009 04:25AM	Email To:	bmwagcom
Activity Created By:	Administrator, Siebel		<BMWAGCOM@bmwusa.com>
Activity Description:	FW: Auslandsanfrage 2178563_EMAILIN_321810248920090729		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200920800049

From: "Customerservice@bmw.com" <Customerservice@bmw.com>
To: Customer.Service <Customer.Service@bmw.com>
Date: Fri, 31 Jul 2009 14:03:52 +0200

-----Ursprüngliche Nachricht-----
Von: kundenbetreuung@bmwdialog.de
Gesendet: 30.07.2009 02:13
An: customerservice@bmw.de
Betreff: Auslandsanfrage 2178563_EMAILIN_321810248920090729

Sent: 29.07.2009
Subject: defective steering Z4 94
From: GEORGEANN MOORE <GEORGEANNMOORE@msn.com>
To: kundenbetreuung <kundenbetreuung@bmw.de>

My car has defective steering and I am trying to get it repaired through BMW USA customer service to no avail.

They tell me I have to take it to a BMW dealer to have the defect verified at a cost of \$106.00

All I want is my car repaired and I think it is just a matter of having the field service engineer authorize it.

I live in Florida [REDACTED] warm temperature modifies the problem. The Vin # is 4USBT33564L [REDACTED]

Thank you for your time and help in advance. Good Health.

Fred Dugan
381 Camellia Dr.
Fruitland Park, FL 34731
Internet Address is:
GeorgeannMoore@MSN.com<mailto:GeorgeannMoore@MSN.com>
Phone: (352) 365.0604

My car has defective steering and I am trying to get it repaired through BMW USA customer service to no avail. They tell me I have to take it to a BMW dealer to have the defect verified at a cost of \$106.00 All I want is my car repaired and I think it is just a matter of having the field service engineer authorize it. I live in Florida and the warm temperature modifies the problem. The Vin # is 4USBT3 [REDACTED] 40 Thank you for [REDACTED] help in advance. Good Health.
Fruitland Park, FL [REDACTED] Internet Address is [REDACTED]

Customer Service Request Detail # 200920800049

Activity Status:	Done	Activity Updated:	8/4/2009 11:57AM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/4/2009 11:57AM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	contacted cust, not avail.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/4/2009 03:32PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	8/4/2009 03:27PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	spoke with cust, see notes		
Note Created: 8/4/2009 03:28PM		Note Created By: Coil, Jarrod	
		Note Type: Customer Interaction	
<p>writer adv received email from BMW Germany who forwarded msg. writer adv case is still such that cust would need to pay for diagnosis of complaint. cust stts he is not going to pay for any diagnosis. cust stts he knows what the problem is and there is no need for diagnosis. cust stts if everyone didn't already know this then he would pay for diagnosis. cust stts all the dealer cares about is making money and not taking care of the issue. cust stts writer should just authorize a field service rep to come out and authorize the repair. writer adv issue would first need to be diagnose by the dealer. cust stts he did not believe that and thanked writer for follow up.</p>			

Customer Service Request Detail # 200922700059

Customer

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

Service Request

Service Request #:	200922700059
Brand:	BMW
Type:	Complaint
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	8/15/2009 02:16PM
Created By:	Steed, Trista
Rep Assigned:	Gammon, Jason
Date Assigned:	8/20/2009 03:23PM
Assigned Dealer:	BMW of Dallas
Identified Dealer:	BMW of Dallas
Date Resolved:	8/18/2009 02:26PM
Resolve Rep:	NET, DCS
Date Closed:	8/20/2009 03:46PM
Close Rep:	Gammon, Jason
Issue Note:	Cust asking for reimbursement of labor charges for EPS replacement.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 2.5i
Mileage:	22,000
Sale:	07/20/05
In Service Date:	07/20/05
Production Date:	01/04/05

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/20/2009	customers vehicle is out of warranty. Only by 1 month. offered partial goodwill on part only. I feel we offered him assistance and he agreed to our offer.

Attachments

File Name	Comments

Customer Service Request Detail # 200922700059

Activity Status:	Done	Activity Updated:	8/15/2009 02:18PM
Activity Type	Email - Inbound	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	[REDACTED]
Activity Created:	8/13/2009 07:22PM	Email To:	Product Questions <ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Other		

Note Created:	Note Created By:	Note Type:
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	<p>8/13/2009 6:22:04 PM</p> <p>[REDACTED]</p> <p>Highland Villa Home Phone: [REDACTED] Work Phone: [REDACTED] Fax: Daytime Phone: Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time Other Phone: Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time Year: 2005 Model: [REDACTED] adster 2.5i VIN: [REDACTED] Date Purchased: Purchased From: BMW of Dallas Purchase State: Texas Service Center: BMW of Dallas City: Dallas State: Texas Referred Via: na-ContactUs</p> <p>Subject: Other</p> <p>Question / Request:</p> <p>Will BMWNA reimburse me for BMW Service Center labor charges incurred from a defective EPS system replacement. The problem was brought to the attention of the service center prior to the expiration of my warranty. I thought it was fixed when I was told there was a software malfunction and that my system just needed updated software. The next hot day, the problem reoccurred and I was not able to have the vehicle serviced until a month later. By then, my warranty had expired. One would think that an issue as serious as binding of the steering system would be something that BMWNA would not quibble over and try to resolve without charging it's customers.</p>
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Activity Status:	Done	Activity Updated:	8/17/2009 04:23PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	8/17/2009 04:23PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer called cust, son adv not home should be home this evening.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200922700059

Activity Status: Done		Activity Updated: 8/17/2009 07:50PM	
Activity Type: Customer Interaction		Activity Updated By: Steed, Trista	
Activity Assigned To: Steed, Trista		Email From:	
Activity Created: 8/17/2009 07:44PM		Email To:	
Activity Created By: Steed, Trista			
Activity Description: Writer spoke w/cust he states about a year after the software update the veh had the issue again. Cust paid \$850 for labor, dealer covered parts.			
Note Created: 8/17/2009 07:46PM		Note Created By: Steed, Trista	
Note Type: Customer Interaction			
Cust is requesting reimbursement for labor on repair. \$850. Writer adv can't make promises on reimbursement since assistance was already offered. Writer adv will call back by Wednesday with an update.			
Activity Status: Done		Activity Updated: 8/18/2009 10:34AM	
Activity Type: Email - Inbound		Activity Updated By: Paletta, Eileen	
Activity Assigned To: Paletta, Eileen		Email From:	
Activity Created: 8/17/2009 08:01PM		Email To:	
Activity Created By: Administrator, Siebel		BMW Customer Experience	
Activity Description: Re: Response to Your Request for BMW Contact		<CustomerExperienceSurvey@bmwusa.com>	
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200922700059

1) Since the repair to my steering problem was not properly diagnosed and repaired when I first brought it to the attention of BMW of Dallas prior to the expiration of my original warranty, I feel I should not have to pay for the labor charges incurred this year. Also, prior to leaving my automobile at BMW of Dallas, I expressed my concerns in regard to the steering problem, past repairs and my warranty period with the service technician. He assured me that because my warranty had expired just a month ago, I would not be stuck with the cost of replacing the EPS system.

2) My home phone is [REDACTED] During the day, I can be reached at [REDACTED]

From:
CustomerExperienceSurvey@bmwusa.com<mailto:CustomerExperienceSurvey@bmwusa.com>
Sent:
To: [REDACTED]
Subject: Response to Your Request for BMW Contact

Dear [REDACTED]

Thank you for completing your recent survey response to BMW of Dallas. You requested to be contacted by BMW of North America, LLC.

To best assist you, please reply back to this email and complete the questions listed below:

- 1) The outstanding issues and concerns that BMW of Dallas has not addressed to your satisfaction.
- 2) The phone number we should contact you on to discuss these issues and concerns.

The BMW Customer Relations team is available to discuss any immediate questions or concerns you may have. Please feel free to call us at 1-800-831-1117, Monday through Friday, from 9:00 a.m. to 9:00 p.m., Eastern Standard Time. If you are interested in up to date information about BMW models and accessories, you can visit us at www.bmwusa.com. <<http://www.bmwusa.com/>>

Thanks for being part of the BMW family.

Sincerely,

Your BMW Customer Relations Team

Chassis #: LS55449

...

Customer Service Request Detail # 200922700059

		...	
Activity Status:	Done	Activity Updated:	8/18/2009 12:17PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	8/18/2009 12:17PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer Im for Cody.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/18/2009 02:32PM
Activity Type	General	Activity Updated By:	Steed, Trista
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	8/18/2009 02:22PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 8/18/2009 02:22PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 26731 on Tue Aug 18 14:22:43 EDT 2009			
Activity Status:	Done	Activity Updated:	8/18/2009 02:35PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	8/18/2009 02:35PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Cody called stated BMW paid for parts, didn't offer 100% GW cust didn't purchase veh from dealer, probably private.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/18/2009 05:46PM
Activity Type	Market Liaison Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	8/18/2009 05:46PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Reviewed case w/Jarrold. Jarrold stated BMW has already offered assistance in the part aprox \$2,200. Very generous offer.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200922700059

Activity Status:	Done	Activity Updated:	8/19/2009 02:03PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	8/19/2009 02:03PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer Im for cust.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/20/2009 03:46PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	CustomerRelations@bmwusa.com
Activity Created:	8/20/2009 03:41PM	Email To:	[REDACTED]
Activity Created By:	Gammon, Jason		
Activity Description:	2005 BMW Z4 [1-1170004035]		

Note Created:	Note Created By:	Note Type:
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	<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding the power steering in your 2005 BMW Z4. I apologize for any inconvenience this situation may have caused.</p> <p>As a goodwill gesture, BMW of North America provided you with a new Electronic Power Steering Unit at a cost of approximately \$2,200. At this time, we are unable to fulfill your labor charge refund request. I apologize for any disappointment this may cause.</p> <p>If you have any further comments or questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.</p> <p>Sincerely,</p> <p>Jase Gammon Customer Relations and Services Representative</p>
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Customer Service Request Detail # 200923200050

Customer

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

Service Request

Service Request #:	200923200050
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	8/20/2009 09:16AM
Created By:	Myers, Amanda
Rep Assigned:	Myers, Amanda
Date Assigned:	8/20/2009 09:18AM
Assigned Dealer:	
Identified Dealer:	Prestige BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/24/2009 05:02PM
Close Rep:	Myers, Amanda
Issue Note:	cci and sttd that veh has steering problems when it is warm outside.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	30,050
Sale:	11/28/03
In Service Date:	11/28/03
Production Date:	10/21/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/24/2009	wrtr called cust and adv cust to call SA, and shop foreman will take a look at veh. wrtr adv cust to call back if issue persists.

Attachments

File Name	Comments

Customer Service Request Detail # 200923200050

Activity Status:	Done	Activity Updated:	8/20/2009 09:30AM
Activity Type	Customer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/20/2009 09:18AM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	cust sttd that the dlrshp has replaced ignition coil, and that didn't solve issue. cust sttd that dlrshp told her to call cr b/c>		
Note Created: 8/20/2009 09:24AM		Note Created By: Myers, Amanda	
Note Type: Customer Interaction			
b/c dlr is unsure of what to do. wrtr will f/u w/ cust by Monday.			
Activity Status:	Done	Activity Updated:	8/24/2009 09:37AM
Activity Type	Dealer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/24/2009 09:37AM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	wrtr lft vm for sm Tony req cb.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/24/2009 01:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/24/2009 01:51PM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	sm Tony called in and sttd that veh was just in and was driving fine after ignition coils were replaced.		
Note Created: 8/24/2009 01:52PM		Note Created By: Myers, Amanda	
Note Type: Dealer Interaction			
sm Tony sttd that if vehicle is still having issues to have cust call SA Jason to schedule appt and shop foreman will take a look at veh.			
Activity Status:	Done	Activity Updated:	8/24/2009 01:53PM
Activity Type	Customer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/24/2009 01:53PM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	wrtr lft vm for cust req cb.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/24/2009 04:59PM
Activity Type	Customer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/24/2009 04:59PM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	cci and lft vm req cb		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200923200050

Activity Status:	Done	Activity Updated:	8/24/2009 05:01PM
Activity Type	Customer Interaction	Activity Updated By:	Myers, Amanda
Activity Assigned To:	Myers, Amanda	Email From:	
Activity Created:	8/24/2009 05:01PM	Email To:	
Activity Created By:	Myers, Amanda		
Activity Description:	wrtr called cust and adv cust to call SA, and shop foreman will take a look at veh. wrtr adv cust to call back if issue persists.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200923300623

Customer

Name: Mrs. [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Doylestown, PA [REDACTED]

Service Request

Service Request #: 200923300623
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 8/21/2009 03:59PM
 Created By: Gunn, Tina
 Rep Assigned: Gunn, Tina
 Date Assigned: 8/21/2009 04:01PM
 Assigned Dealer: Thompson BMW
 Identified Dealer: Thompson BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 8/24/2009 03:42PM
 Close Rep: Gunn, Tina
 Issue Note: steering complaint

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2004
 Model: Z4 roadster 2.5i
 Mileage: 31,000
 Sale: 06/08/10
 In Service Date: 04/22/04
 Production Date: 12/01/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
8/21/2009	wtr adv cust wtr will put info on file and advised cust to contact wtr after veh is inspect and diagnosed at dlrshp. adv wtr is willing to looking into case at that time. cust stt ok. closing pending call back.
8/24/2009	wtr spoke with customer and advised dlr has agreed to offer 100% gw for parts and labor is cust pay and to contact Kara SA to proceed with repair.customer stt ok

Attachments

File Name	Comments

Customer Service Request Detail # 200923300623

Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	8/21/2009 04:01PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	cci stt veh has steering complaint / view notes for details>>>		

Note Created:	8/21/2009 04:04PM	Note Created By:	Gunn, Tina	Note Type:	Customer Interaction
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<p>On going issue: steering is stiff, service bulletin of "in heat can't steer", cust contacted her BMW dlr and 1st of all they are going to diagnose issue for cust cost, doesn't understand why BMW wouldn't pay for issue that causes car to be unsafe---service bulletins say steering column needs to be rebuilt,</p> <p>Appointment: Doylestown BMW, appt.on Monday, cust car has not been properly diagnosed</p> <p>Customer worried b/c problem only reproduces issue when it's HOT---80 degrees or above.</p> <p>Customer stt that she does not want to pay any out of pocket cost /</p>	
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Note Created:	8/21/2009 04:29PM	Note Created By:	Gunn, Tina	Note Type:	Customer Interaction
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wtr adv cust wtr will put info on file and advised cust to contact wtr after veh is inspect and diagnosed at dlrshp. adv wtr is willing to looking into case at that time. cust stt ok.	
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Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	8/24/2009 03:28PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	cust left wtr vm stt vehicle has been taken to dlr, advised issue is failed steering column/ requesting a call back @ 2158703286		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	8/24/2009 03:31PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr spoke with customer/ advised wtr would looking into opts for asst, but adv veh has no warranty, second owner>		

Note Created:	8/24/2009 03:35PM	Note Created By:	Gunn, Tina	Note Type:	Customer Interaction
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<p>customer stt there are several service bulletins about issue and deemed steering column a defect and feels bmw should cover cost.</p> <p>></p> <p>wtr advised wtr will confirm with dlr S [REDACTED] ons, after follow up by wednesday.</p> <p>customer stt ok and best number is [REDACTED]</p>	
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Customer Service Request Detail # 200923300623

Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Snavley, Brad	Email From:	
Activity Created:	8/24/2009 03:33PM	Email To:	
Activity Created By:	Snavley, Brad		
Activity Description:	ci for Tina, wrtr xferred cust to Tina's VM		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Dealer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	8/24/2009 03:36PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Wtr spoke with Mark Ambolino SM, Mark advised customer dlr is willing to take 100% parts and customer will have to pay for labor >		

Note Created: 8/24/2009 03:39PM	Note Created By: Gunn, Tina	Note Type: Dealer Interaction
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Mark advised to put customer into with SA: Kara to proceed.

Activity Status:	Done	Activity Updated:	7/4/2010 03:22PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	8/24/2009 03:41PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr spoke with customer and advised dlr has agreed to offer 100% gw for parts and labor is cust pay and to contact Kara SA to proceed with repair.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200926700188

Customer

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

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	07/26/04
In Service Date:	07/26/04
Production Date:	05/27/04

Service Request

Service Request #:	200926700188
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	9/24/2009 10:30AM
Created By:	Steed, Trista
Rep Assigned:	Steed, Trista
Date Assigned:	9/24/2009 10:30AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/24/2009 10:50AM
Close Rep:	Steed, Trista
Issue Note:	Cust asking BMW to pay for repair for sticky steering.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
9/24/2009	Writer adv outside of warranty parameters, no assistance in repair.
9/24/2009	Cust stated dissat.
9/24/2009	Cust stated dissat.

Attachments

File Name	Comments

Customer Service Request Detail # 200926700188

Activity Status:	Done	Activity Updated:	9/24/2009 10:32AM
Activity Type:	Email - Inbound	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	[REDACTED]
Activity Created:	9/15/2009 11:44AM	Email To:	CustRel2 <CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT33504[REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 Roadster 2.5i</p> <p>ContactBy: email ContactPhone: Contact email: [REDACTED] Comme [REDACTED]teering which is very dangerous and the steering wheel makes noise when the wheel is turned. Will BMW repair this for free?</p> <p>[REDACTED] CustomerNo. AccountId: [REDACTED] [REDACTED]</p> <p>formid: 1001 Vins: 4USBT33504[REDACTED]</p>
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Activity Status:	Done	Activity Updated:	9/24/2009 10:32AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Steed, Trista	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/24/2009 10:30AM	Email To:	[REDACTED]
Activity Created By:	Steed, Trista		
Activity Description:	Your 2004 BMW Z4 2.5 [1-1200139115]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200926700188

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your 2004 BMW Z4 2.5. I apologize for the issues and inconvenience you have experienced with this BMW.

The actual length of life of any given vehicle part is dependent on a number of factors including care, maintenance, use, and climate. During the life of a vehicle, it is natural to expect that some parts may have to be replaced due to mechanical failures, or normal wear and tear.

The warranty for your vehicle provided coverage up to 4 years or 50,000 miles. Our records indicate this coverage expired on 07/25/2008. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, BMW of North America, LLC cannot offer assistance in this case.

We value our customers and are sorry if we were unable to meet your expectations. 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,

Trista Steed
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 9/24/2009 12:00:00 AM
To: CustRel2 <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33504L [REDACTED]
ModelYear: 2004
MfgNme: BMW
ModelNme: Z4 Roadster 2.5i

ContactBy: email
ContactPhone:
Contact
email: [REDACTED]
Comments: my car has sticky steering which is very dangerous and the steering wheel makes noise when the wheel is turned. Will BMW repair this for free?

James [REDACTED]
Custom
AccountId:
firstName: [REDACTED] s
[REDACTED]
formId: 1001
Vins: 4USBT33504L [REDACTED]

Customer Service Request Detail # 200926700188

Activity Status:	Done	Activity Updated:	9/24/2009 10:50AM
Activity Type:	Email - Inbound	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	[REDACTED]
Activity Created:	9/24/2009 10:47AM	Email To:	CustRel2 <CustomerRelations@bmw.usa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your 2004 BMW Z4 2.5 [1-1200139115]		

Note Created:	Note Created By:	Note Type:
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Trista, thanks for the reponse, but having to replace the entire steering column is not natural. I have read many postings on the internet about this issue which BMW refuses to issue a recall.

There's a TV commercial that is currently running where it talks about the responsibility of BMW, but your relay indicates that BMW is not responsible.

This was my first BMW and it will unfortunately be my last.

[REDACTED]

[REDACTED]

-----Original Message-----
From: CustomerRelations@bmwusa.com [mailto:CustomerRelations@bmwusa.com]
Sent: 9/24/2009 9:33 AM
To: [REDACTED]
Subject: Your 2004 BMW Z4 2.5 [1-1200139115]

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the problems you are having with your 2004 BMW Z4 2.5. I apologize for the issues and inconvenience you have experienced with this BMW.

The actual length of life of any given vehicle part is dependent on a number of factors including care, maintenance, use, and climate. During the life of a vehicle, it is natural to expect that some parts may have to be replaced due to mechanical failures, or normal wear and tear.

The warranty for your vehicle provided coverage up to 4 years or 50,000 miles. Our records indicate this coverage expired on 07/25/2008. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, BMW of North America, LLC cannot offer assistance in this case.

We value our customers and are sorry if we were unable to meet your expectations. 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,
Trista Steed
Customer Relations and Services
Representative

...

Customer Service Request Detail # 200926700188

...
-----Original Message-----

[REDACTED]
7/24/2009 12:00:00 AM
To: CustRel2 <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: Other

VIN: 4USBT33504[REDACTED]
ModelYear: 2004
MfgNm: BMW
ModelNm: Z4 Roadster 2.5i

ContactBy: email
ContactPhone:
Contact
email:

Comments: my car has sticky steering which is very dangerous and the steering wheel makes noise when the wheel is turned. Will BMW repair this for free?

James [REDACTED]
CustomerNo:
AccountId:

[REDACTED]
formid: 1001
Vins: 4USBT33504[REDACTED]

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Customer Service Request Detail # 200927100642

Customer

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

Service Request

Service Request #: 200927100642
 Brand: BMW
 Type: Complaint
 Source: Email-Inbound
 Current Status: Closed
 Date Opened: 9/28/2009 01:41PM
 Created By: Edgin, Jennifer
 Rep Assigned: Edgin, Jennifer
 Date Assigned: 9/28/2009 01:41PM
 Assigned Dealer: BMW of New London
 Identified Dealer: BMW of New London
 Date Resolved:
 Resolve Rep:
 Date Closed: 10/1/2009 03:21PM
 Close Rep: Edgin, Jennifer
 Issue Note: BMW Products & Services Assistance : Other

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2004
 Model: Z4 roadster 2.5i
 Mileage: 45,000
 Sale: 11/01/04
 In Service Date: 10/19/04
 Production Date: 03/09/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/1/2009	Cust will cb once veh has been inspected.

Attachments

File Name	Comments

Customer Service Request Detail # 200927100642

Activity Status:	Done	Activity Updated:	9/28/2009 01:42PM
Activity Type	Email - Inbound	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	ekim306@yahoo.com
Activity Created:	9/25/2009 05:01PM	Email To:	Product Questions <ProductQuestions@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	BMW Products & Services Assistance : Other		

Note Created:	Note Created By:	Note Type:
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	<p>9/25/2009 3:58:53 PM</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Voluntown, Ct</p> <p>Home Phone: [REDACTED]</p> <p>Work Phone: [REDACTED]</p> <p>Fax: [REDACTED]</p> <p>Daytime: [REDACTED]</p> <p>Call Time: 10 A.M. Eastern Time - 2 P.M. Eastern Time</p> <p>Other Phone:</p> <p>Call Time: 9 A.M. Eastern Time - 9 A.M. Eastern Time</p> <p>Year: 2004</p> <p>Model: [REDACTED] adster 3.0i</p> <p>VIN: 6 [REDACTED]</p> <p>Date Purchased: 05/10/2004</p> <p>Purchased From: Girard BMW</p> <p>Purchase State: Connecticut</p> <p>Service Center: same</p> <p>City:</p> <p>State:</p> <p>Referred Via: na-ContactUs</p> <p>Subject: Other</p> <p>Question / Request:</p> <p>The steering for my Z4 has been sticking, nearly causing me to be involved in a crash. I have researched this problem on the internet. This a prevelant problem with this car, which BMW should fix, but choose to ignore. I have made a complaint with NHTSA and will contact the the State of Ct consumer control and possibly the media, if I receive no results.</p>
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Activity Status:	Done	Activity Updated:	9/28/2009 01:41PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	9/28/2009 01:41PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Writer called cust, Im		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200927100642

Activity Status:	Done	Activity Updated:	10/1/2009 03:19PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	10/1/2009 03:16PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Writer called cust, stts she has not had vehicle inspected by authorized BMW center, she will contact writer once this has occurred.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200929400152

Customer

Name:	Mr [REDACTED]
Preferred Communication Method:	Home Phone
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	Apt 201 Apt
City/State/Zip:	Falls Church, VA [REDACTED]

Service Request

Service Request #:	200929400152
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	10/21/2009 10:09AM
Created By:	Hayden, Eowyn
Rep Assigned:	Hayden, Eowyn
Date Assigned:	10/21/2009 10:10AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/21/2009 10:11AM
Close Rep:	Hayden, Eowyn
Issue Note:	electric power steering inquiry

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 3.0i
Mileage:	31,500
Sale:	12/22/04
In Service Date:	12/22/04
Production Date:	12/09/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
10/21/2009	wtr adv cust take veh into service for power steering issues and get a diagnosis done. wtr adv cust cb if further assistance is needed. wtr adv cust goodwill is given on a case by case basis and nothing is promised.

Attachments

File Name	Comments

Customer Service Request Detail # 200929400152

Activity Status:	Done	Activity Updated:	4/24/2010 02:06PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Hayden, Eowyn	Email From:	
Activity Created:	10/21/2009 10:10AM	Email To:	
Activity Created By:	Hayden, Eowyn		
Activity Description:	cci with electric power steering inquiry>		
Note Created: 10/21/2009 10:10AM		Note Created By: Hayden, Eowyn	Note Type: Customer Interaction
cust stated power steering light is coming on in the veh and veh is turning off and on. wtr adv cust take veh into service for power steering issues and get a diagnosis done. wtr adv cust cb if further assistance is needed. wtr adv cust goodwill is given on a case by case basis and nothing is promised.			

Customer Service Request Detail # 200933500888

Customer

Name: Mr [REDACTED]
 Preferred Communication Method: Home Phone
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: Apt 201 Apt
 City/State/Zip: Falls Church, VA [REDACTED]

Service Request

Service Request #: 200933500888
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 12/1/2009 03:32PM
 Created By: Moore, Cody
 Rep Assigned: Moore, Cody
 Date Assigned: 12/1/2009 03:36PM
 Assigned Dealer: BMW of Fairfax
 Identified Dealer: BMW of Fairfax
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/1/2009 03:38PM
 Close Rep: Moore, Cody
 Issue Note: cust. stts. that electric steering issues, also vehicle dies while driving; requests asst;

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2005
 Model: Z4 roadster 3.0i
 Mileage: 35,000
 Sale: 12/22/04
 In Service Date: 12/22/04
 Production Date: 12/09/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	ENGINE - INTERNAL & EXTERNAL	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS

Solution Notes

Created	Solution
12/1/2009	wrtr. advd. cust. to get diagnosis and then we could look into possible asst;
12/1/2009	wrtr. advd. cust. to get diagnosis and then we could look into possible asst;

Attachments

File Name	Comments

Customer Service Request Detail # 200933500888

Activity Status:	Done	Activity Updated:	4/24/2010 02:06PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	12/1/2009 03:36PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	cust. stts. that electric steering issues, also vehicle dies while driving; requests asst;		
Note Created: 12/1/2009 03:36PM		Note Created By: Moore, Cody	Note Type: Customer Interaction
having a reoccurring issue w/ vehicle starting and stopping; has not been checked by a 35k; bmw of fairfax; they were going 40 or 50 mph in the slow lane; the vehicle broke down 2 times on the freeway, and once while idling;			
cust. also says that the power electric steering has gone out; cust. purchased from a private owner; cust. purchased 6 or 8 months ago;			

Customer Service Request Detail # 200934800832

Customer

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

Service Request

Service Request #:	200934800832
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	12/14/2009 03:26PM
Created By:	Sorensen, Samantha
Rep Assigned:	Sorensen, Samantha
Date Assigned:	12/14/2009 03:29PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/14/2009 03:30PM
Close Rep:	Sorensen, Samantha
Issue Note:	cci to inq about a steering problem.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	16,000
Sale:	08/31/04
In Service Date:	08/31/04
Production Date:	05/14/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
12/14/2009	wrtr advised in order to look into goodwill assistance he will have to have the problem diagnosed at the dealer first.

Attachments

File Name	Comments

Customer Service Request Detail # 200934800832

Activity Status:	Done	Activity Updated:	12/14/2009 03:30PM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	12/14/2009 03:29PM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	cci to inq about a steering problem. wrtr advised in order to look into goodwill assistance he will have to have the problem diagnosed at the dealer.		
Note Created: 12/14/2009 03:29PM		Note Created By: Sorensen, Samantha	Note Type: Customer Interaction
caller stated he has been researching his steering problem online, and would like us to assist with the cost of the fix. he stated the veh steering is sticking when the weather is extremely hot. wrtr advised in order to look into goodwill assistance he will have to have the problem diagnosed at the dealer first.			

Customer Service Request Detail # 201001900939

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	8,000
Sale:	10/30/04
In Service Date:	10/30/04
Production Date:	06/16/04

Service Request

Service Request #:	201001900939
Brand:	BMW
Type:	Complaint
Source:	Executive Letter
Current Status:	Closed
Date Opened:	1/19/2010 04:01PM
Created By:	Bienert, Cheryl
Rep Assigned:	Cavanagh, Eileen
Date Assigned:	1/20/2010 09:05AM
Assigned Dealer:	
Identified Dealer:	Tom Williams Imports
Date Resolved:	
Resolve Rep:	
Date Closed:	2/23/2010 10:29AM
Close Rep:	Cavanagh, Eileen
Issue Note:	BMW AG Cust.sts he cannot drive veh.on hot days due to steering sticking;feels it's a safety issue

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
2/23/2010	BMWNA will goodwill the steering issue the customer has. Advised Service manager to do the SIB. Approved by MArket TEam.

Attachments

File Name	Comments

Customer Service Request Detail # 201001900939

Activity Status:	Done	Activity Updated:	1/19/2010 04:50PM
Activity Type	General	Activity Updated By:	Bienert, Cheryl
Activity Assigned To:	Bienert, Cheryl	Email From:	
Activity Created:	1/19/2010 04:04PM	Email To:	
Activity Created By:	Bienert, Cheryl		
Activity Description:	BMWAG-Cust.states he cannot drive veh.on hot days due to steering sticking;feels it's a safety issue		

Note Created: 1/19/2010 04:04PM Note Created By: Bienert, Cheryl Note Type: General

From: Pending Customer Issues
Sent: Tuesday, January 19, 2010 9:42 AM
To: Bienert Cheryl S-A-
Subject: FW: [US] [REDACTED], L [REDACTED] 3, Z4 L1 Warr --A--

From: Crnkovic Mate, VP-44
Sent: Monday, January 18, 2010 3:10 AM
To: Pending Customer Issues
Subject: [US] [REDACTED], L [REDACTED] , Z4 L1 Warr --A--

Hello,
attached you will find a new case. Please would you check the complaint and respond to the customer directly. We'll close the case from our side.
Thank you and best regards,

BMW Group
Mate Crnkovic
Product Management Automobiles and Aftersales
Warranty and CRM International
80788 München
Tel: +49-89-382-57624
Fax: +49-89-382-57312
mailto: Mate.Crnkovic@bmw.de
Url: <http://www.bmwgroup.com/>

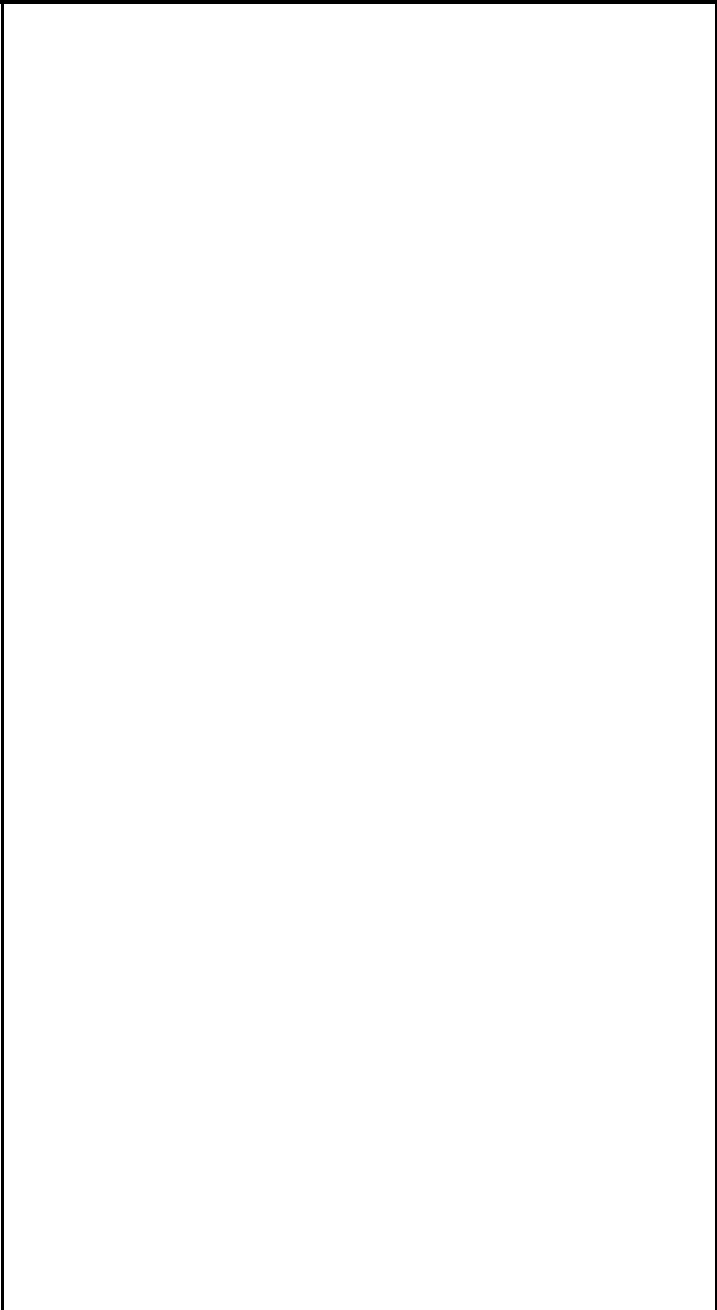
Bayerische Motoren Werke Aktiengesellschaft
Board of Management: Norbert Reithofer, Chairman
Frank-Peter Arndt, Herbert Diess, Klaus Draeger,
Friedrich Eichiner, Harald Krüger, Ian Robertson
Chairman of the Supervisory Board: Joachim Milberg
Registered in: Munich HRB 42243

Von: BMW Group Customer Service [mailto:bmwgroup.customerservice@bmwgroup.com]
Gesendet: Donnerstag, 7. Januar 2010 01:30
An: Neuschäfer, VP-44
Betreff: [US] [REDACTED]

From: SHERRY <sherrylawson@centurytel.net>
To: Bmwgroup.CustomerService <Bmwgroup.CustomerService@bmwgroup.com>
Date: Wed, 6 Jan 2010 14:24:04 +0100
Subject: RE: Z4

The Vin # for my 2004 BMW Z4 is 4USBT33584L [REDACTED]

I look forward to hearing ...



Customer Service Request Detail # 201001900939

... from you,
 [REDACTED]

 From: [REDACTED]
 To: Bmwgroup.Customerservice <Bmwgroup.Customerservice@bmwgroup.com>
 Date: Mon, 4 Jan 2010 21:46:45 +0100
 Subject: Z4
 Thread-Topic: Z4
 Thread-Index: AcqNe6as336OUbkMQi+q6uzN3ZCi7A==
 Message-ID: <000901ca8d7f08297c60\$187c7520\$@net>
 Accept-Language: de-DE, en-US
 Content-Language: en-US
 X-MS-Exchange-Organization-AuthAs: Anonymous
 X-MS-Exchange-Organization-AuthSource: SMUCH02B.europe.bmw.corp
 X-MS-Has-Attach:
 X-MS-TNEF-Correlator:
 x-spam-status: No, No
 x-spam-tcs-scl: 0:0
 x-bigfish: vps0(zzzz1?
 x-authenticated-user: [REDACTED]
 x-spamscore: 0
 x-reverse-dns: mail941c35.nsolutionszone.com
 Content-Type: multipart/alternative;
 boundary=" 000_000901ca8d7f08297c60187c7520net_"
 MIME-Version: 1.0

I bought a Z4 with only 8,000 miles on it nine months ago. I cannot drive this car on hot, sunny days because the steering sticks. My local BMW dealership told me that there was a bulletin issued on this, but that unless the car was under factory warranty I would have to pay to have it fixed. I've been doing some research online and have found that there are hundreds of others with this exact problem. This is a safety issue, and should be addressed as one. How can BMW sell these cars when you can't steer them and expect the customer to deal with it?? This is BMW's problem and should be handled by BMW.

Sincerely,
 [REDACTED]
 Lincoln, AL. [REDACTED]

Activity Status:	Done	Activity Updated:	1/20/2010 11:06AM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	1/20/2010 11:06AM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Left message for the customer to call me back.		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201001900939

Activity Status:	Done	Activity Updated:	1/22/2010 11:01AM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	1/22/2010 11:01AM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	left me amessage to call her after 4		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/27/2010 04:06PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	1/27/2010 04:06PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Left message for customer to call me back		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/1/2010 10:59AM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/1/2010 10:55AM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Left message for customer to call me back.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	2/3/2010 03:42PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/3/2010 03:40PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	See Notes sent customer E-mail		
Note Created: 2/3/2010 03:42PM		Note Created By: Cavanagh, Eileen	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 201001900939

<p>From: Cavanagh Eileen, (T) Sent: 2/8/2010 3:40 PM To: [REDACTED] Subject: BMW North America Z4</p> <p>Hello [REDACTED]</p> <p>I have tried to get in contact with you in regards to your issues with the Steering wheel being too hot. Could you give me a little more information. Has the dealership tried to help you? Is this a better way for me to reach you through E-mail? Please let me know. Thank you and have a nice evening.</p> <p>Eileen Cavanagh BMW of North America, LLC Customer Relations and Services South/Central Region Representative</p> <p>Telephone (201) 263-8234 (800) 831-1117 ext. 8234 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Activity Status:	Done	Activity Updated:	2/8/2010 02:12PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/8/2010 02:12PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Spoke with husband will call wife at work.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/2010 02:18PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/8/2010 02:18PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Spoke with wife she will have to call me back		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	2/8/2010 02:27PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/8/2010 02:27PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Spoke with customer will contact the dealership to see what we can do for her.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201001900939

Activity Status: Done		Activity Updated: 2/12/2010 02:52PM	
Activity Type: Field Interaction		Activity Updated By: Cavanagh, Eileen	
Activity Assigned To: Cavanagh, Eileen		Email From:	
Activity Created: 2/12/2010 02:50PM		Email To:	
Activity Created By: Cavanagh, Eileen			
Activity Description: See Notes			
Note Created: 2/12/2010 02:51PM		Note Created By: Cavanagh, Eileen	
		Note Type: Field Interaction	
<p>From: Cavanagh Eileen, (T) Sent: Friday, February 12, 2010 2:51 PM To: Valdez Frederick, V2-US-V-2-S-28 Cc: Hodges Joel, V2-US-V-2-A Subject: Lawson/Steering Problem/Tom Williams/2004 Z4/ LS52103</p> <p>Frederick,</p> <p>This is the letter I just spoke to you about. I did go back to Steve Green and ask him about this and he thought because the car has such low mileage but is out of time on warranty that we should take a look at the vehicle and Look at the bulletin to see what we can do for the customer. Please advise as what we can do. Thank you and have a great weekend.</p> <p>I bought a Z4 with only 8,000 miles on it nine months ago. I cannot drive this car on hot, sunny days because the steering sticks. My local BMW dealership told me that there was a bulletin issued on this, but that unless the car was under factory warranty I would have to pay to have it fixed. I've been doing some research online and have found that there are hundreds of others with this exact problem. This is a safety issue, and should be addressed as one. How can BMW sell these cars when you can't steer them and expect the customer to deal with it?? This is BMW's problem and should be handled by BMW.</p> <p>Sincerely,</p> <p> Lincoln, AL. </p> <p>Eileen Cavanagh BMW of North America, LLC Customer Relations and Services South/Central Region Representative</p> <p>Telephone (201) 263-8234 (800) 831-1117 ext. 8234 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			

Customer Service Request Detail # 201001900939

Activity Status:	Done	Activity Updated:	2/17/2010 09:18AM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/17/2010 09:18AM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Left message for Sherry to call me back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/19/2010 01:22PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/19/2010 01:22PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	SPoke with customer will call dealership and get her an appointment with the dealership.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/19/2010 01:30PM
Activity Type	Field Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/19/2010 01:27PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	See Notes		

Note Created: 2/19/2010 01:27PM	Note Created By: Cavanagh, Eileen	Note Type: Field Interaction
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<p>From: Hodges Joel, V2-US-V-2-A Sent: Saturday, February 13, 2010 10:14 AM To: Cavanagh, Eileen, (T); Valdez Frederick, V2-US-V-2-S-28 Subject: RE: [REDACTED]n/Steering Problem/Tom Williams/2004 Z4/ [REDACTED]</p> <p>Eileen,</p> <p>I do not see any issue with doing the SIB and them submitting to AAM for assistance.</p> <p>Joel Hodges Regional Technical Engineer Southern Region Cell: 423-400-7311 Voicemail: (800) 626-2484 x6386 E-Mail: joel.hodges@bmwna.com</p>	
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Activity Status:	Done	Activity Updated:	2/19/2010 01:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanagh, Eileen
Activity Assigned To:	Cavanagh, Eileen	Email From:	
Activity Created:	2/19/2010 01:29PM	Email To:	
Activity Created By:	Cavanagh, Eileen		
Activity Description:	Left Tim service manager a message to call me back.		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201001900939

Activity Status: Done		Activity Updated: 2/23/2010 10:15AM	
Activity Type: Customer Interaction		Activity Updated By: Cavanagh, Eileen	
Activity Assigned To: Cavanagh, Eileen		Email From:	
Activity Created: 2/23/2010 10:15AM		Email To:	
Activity Created By: Cavanagh, Eileen			
Activity Description: Spoke with customer she will call Tim at the dealership and set up an appointment			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 2/23/2010 10:28AM	
Activity Type: Dealer Interaction		Activity Updated By: Cavanagh, Eileen	
Activity Assigned To: Cavanagh, Eileen		Email From:	
Activity Created: 2/23/2010 10:24AM		Email To:	
Activity Created By: Cavanagh, Eileen			
Activity Description: See Notes			
Note Created: 2/23/2010 10:27AM		Note Created By: Cavanagh, Eileen	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 201001900939

From: Cavanagh Eileen, (T)
Sent: Tuesday, February 23, 2010 10:24 AM
To: 'tim.whitehead@tomwilliamsbmw.com'
Subject: Goodwill

Hello Tim,

Customer will be calling for an appointment to have the SIB done on this steering wheel issues. Please see below. BMW will be assisting customer on this and there will be no charge.

Custo [REDACTED] me [REDACTED]
Vin L [REDACTED]
2004 Z4
Customer phone number: 205/763-0340
Please call me if you have any questions.

From: Hodges Joel, V2-US-V-2-A
Sent: Saturday, February 13, 2010 10:14 AM
To: Cavanagh Eileen, (T); Valdez Frederick, V2-US-V-2-S-28
Subject: RE: [REDACTED] Steering Problem/Tom Williams/2004 Z4/ L [REDACTED]

Eileen,

I do not see any issue with doing the SIB and them submitting to AAM for assistance.

Joel Hodges
Regional Technical Engineer
Southern Region
Cell: 423-400-7311
Voicemail: (800) 626-2484 x6386
E-Mail: joel.hodges@bmwna.com

From: Cavanagh Eileen, (T)
Sent: Friday, February 12, 2010 2:51 PM
To: Valdez Frederick, V2-US-V-2-S-28
Cc: Hodges Joel, V2-US-V-2-A
Subject: [REDACTED] Steering Problem/Tom Williams/2004 Z4/ L [REDACTED]

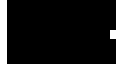

Frederick,

This is the letter I just spoke to you about. I did go back to Steve Green and ask him about this and he thought because the car has such low mileage but is out of time on warranty that we should take a look at the vehicle and Look at the bulletin to see what we can do for the customer. Please advise as what we can do. Thank you and have a great weekend.

I bought a Z4 with only 8,000 miles on it nine months ago. I cannot drive this car on hot, sunny days because the steering sticks. My local BMW dealership told me that there was a bulletin issued on this, but that unless the car was under factory warranty I would have to pay to have it fixed. I've been doing some research online and have found that there are hundreds of others with this exact problem. This is a safety issue, and should be addressed as one. How can BMW sell these cars when you can't steer them and expect the customer to deal with it?? This is BMW's problem and should be handled by BMW.

...

Customer Service Request Detail # 201001900939

<p>...</p> <p>Sincerely,</p> <p> Lincoln, AL </p> <p>Eileen Cavanagh BMW of North America, LLC Customer Relations and Services South/Central Region Representative</p> <p>Telephone (201) 263-8234 (800) 831-1117 ext. 8234 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p> <p>Eileen Cavanagh BMW of North America, LLC Customer Relations and Services South/Central Region Representative</p> <p>At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.</p> <p>Telephone (201) 263-8234 (800) 831-1117 ext. 8234 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	<p>...</p>
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Customer Service Request Detail # 201003700125

Customer

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

Service Request

Service Request #:	201003700125
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	2/6/2010 12:59PM
Created By:	Mego, Laura
Rep Assigned:	Mego, Laura
Date Assigned:	2/6/2010 12:59PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/6/2010 01:04PM
Close Rep:	Mego, Laura
Issue Note:	cust concerned about steering- asks any recalls?

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	03/06/07
In Service Date:	02/24/04
Production Date:	01/20/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
2/6/2010	wtr adv no open recalls on veh, adv cust to contact serv ctr to address concerns

Attachments

File Name	Comments

Customer Service Request Detail # 201003700125

Activity Status:	Done	Activity Updated:	2/6/2010 01:03PM
Activity Type:	Email - Inbound	Activity Updated By:	Mego, Laura
Activity Assigned To:	Mego, Laura	Email From:	[REDACTED]
Activity Created:	2/5/2010 05:16PM	Email To:	CustRel2 <CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT33584L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 Roadster 2.5i</p> <p>ContactBy: email ContactPhone: Contact email: [REDACTED] Comm: "tickiness" in the steering when the weather is hot (not a problem at present!) - usually in the summer. I've found that many owners have reported this same issue. Is there a recall or BMW support for this issue - it is a safety issue, and makes my car dangerous to drive in hot weather.</p> <p>Thanks</p> <p>[REDACTED]</p> <p>CustomerNo: Accountid: [REDACTED]</p> <p>formid: 1001 Vins: 4USBT33584L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	2/6/2010 01:03PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Mego, Laura	Email From:	CustomerRelations@bmwusa.com
Activity Created:	2/6/2010 12:59PM	Email To:	[REDACTED]
Activity Created By:	Mego, Laura		
Activity Description:	Your Z4's Steering [1-1379827846]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201003700125

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4. I was sorry to read of the concerns you have with your vehicle's steering.

Recalls are specific to a vehicle's identification number, and 4USBT33584LR67754 does not have any open recalls. We do not have the ability to advise you in a technical matter via e-mail. I suggest contacting the service team at your authorized BMW center directly, so they can review your concerns in person and provide technical support.

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,

Laura Mego
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 2/6/2010 12:00:00 AM
To: CustRel2 <CustomerRelations@bmwusa.com>
Subject: Other

From: [REDACTED]
Subject: Other

VIN: 4USBT33584[REDACTED]
ModelYear: 2004
MfgNm: BMW
ModelNm: Z4 Roadster 2.5i

ContactBy: email
ContactPhone:
Contact
email: [REDACTED]

Comments: my car has developed a "stickiness" in the steering when the weather is hot (not a problem at present!) - usually in the summer. I've found that many owners have reported this same issue. Is there a recall or BMW support for this issue - it is a safety issue, and makes my car dangerous to drive in hot weather.

Thanks

Mark DeHart
CustomerNo:
AccountId:
firstName: [REDACTED]

formid: 1001
Vins: 4USBT33584[REDACTED]

Customer Service Request Detail # 201006400447

Customer

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

Service Request

Service Request #:	201006400447
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	3/5/2010 12:51PM
Created By:	Riaz, Mediha
Rep Assigned:	Riaz, Mediha
Date Assigned:	3/5/2010 12:51PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/5/2010 12:52PM
Close Rep:	Riaz, Mediha
Issue Note:	steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	27,000
Sale:	10/11/03
In Service Date:	10/11/03
Production Date:	10/03/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Created	Solution
3/5/2010	wrtr/no open recall, have dlr diagnose veh.

Attachments

File Name	Comments

Customer Service Request Detail # 201006400447

Activity Status:	Done	Activity Updated:	3/5/2010 12:52PM
Activity Type	Customer Interaction	Activity Updated By:	Riaz, Mediha
Activity Assigned To:	Riaz, Mediha	Email From:	
Activity Created:	3/5/2010 12:51PM	Email To:	
Activity Created By:	Riaz, Mediha		
Activity Description:	cci/stating elec on steering no working, if any recall. wrtr/no open recall, have dlr diagnose veh		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201007400095

Customer

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

Service Request

Service Request #:	201007400095
Brand:	BMW
Type:	Inquiry
Source:	Email-Inbound
Current Status:	Closed
Date Opened:	3/15/2010 09:44AM
Created By:	Stursa, Ashley
Rep Assigned:	Stursa, Ashley
Date Assigned:	3/15/2010 09:44AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/15/2010 09:45AM
Close Rep:	Stursa, Ashley
Issue Note:	Steering Inquiry

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	05/25/04
In Service Date:	05/25/04
Production Date:	05/10/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/15/2010	Wtr referred to dlr for tech support

Attachments

File Name	Comments

Customer Service Request Detail # 201007400095

Activity Status:	Done	Activity Updated:	3/15/2010 09:45AM
Activity Type:	Email - Inbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	sstephany@sbcglobal.net
Activity Created:	3/13/2010 11:50AM	Email To:	CustRel2 <CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 4USBT33564L [REDACTED] ModelYear: 2004 MfgNm: BMW ModelNm: Z4 Roadster 2.5i</p> <p>ContactBy: email ContactPhone: Contact email: [REDACTED] Comm: [REDACTED] out a recent issue with my Z4 where the steering feels "notchy" or creaks. Information I've found on the Internet indicate this may be an issue experienced by quite a few Z4 owners, but requires a replacement of my steering column, a very expensive prospect. Where can I take the car to get this verified? I don't want to mess around with steering. Thanks for any direction you can provide.</p> <p>CustomerNo: Accountid: [REDACTED] [REDACTED] [REDACTED] [REDACTED] formid: 1001 Vins: 4USBT33564L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	3/15/2010 09:45AM
Activity Type:	Email - Outbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/15/2010 09:44AM	Email To:	[REDACTED]
Activity Created By:	Stursa, Ashley		
Activity Description:	Your BMW Correspondence [1-1413077663]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201007400095

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2004 BMW Z4. Since your inquiry is regarding a technical issue, we suggest contacting the service team at your authorized BMW center.

Your service team has the expertise to provide you with detailed technical support to fully address your inquiry. A list of our authorized BMW centers categorized by name, state or ZIP Code can be found on our website at: www.bmwusa.com, under "Dealer Locator."

For any non-technical inquiries, you can 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.

Sincerely,

Ashley Paras
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 5/15/2010 12:00:00 AM
To: CustRel2 <CustomerRelations@bmwusa.com>
Subject: Other

From: s [REDACTED]
Subject: [REDACTED]

VIN: 4USBT33564L [REDACTED]
ModelYear: 2004
MfgNme: BMW
ModelNme: Z4 Roadster 2.5i

ContactBy: email
ContactPhone:
Contact
email: [REDACTED]

Comments: Hi, I'm concerned about a recent issue with my Z4 where the steering feels "notchy" or creaks. Information I've found on the Internet indicate this may be an issue experienced by quite a few Z4 owners, but requires a replacement of my steering column, a very expensive prospect. Where can I take the car to get this verified? I don't want to mess around with steering. Thanks for any direction you can provide.

CustomerNo:
AccountId: [REDACTED]
[REDACTED]

formid: 1001
Vins: 4USBT33564L [REDACTED]

Customer Service Request Detail # 201007800673

Customer

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

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage: 39,591
 Sale: 08/18/06
 In Service Date: 06/28/03
 Production Date: 06/19/03

Service Request

Service Request #: 201007800673
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 3/19/2010 03:02PM
 Created By: Snively, Jodi
 Rep Assigned: Kromer, Joe
 Date Assigned: 3/24/2010 04:33PM
 Assigned Dealer: Fields BMW
 Identified Dealer: Fields BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/29/2010 06:42PM
 Close Rep: Kromer, Joe
 Issue Note: Power steering system needs replaced-cust req GW

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
3/19/2010	Wrtr adv cust to get a diag from a bmw center and cb if further assistance is req
3/23/2010	Wrtr adv cust had contacted bmw na and was adv to get a diag at a bmw center-dealer states cust has been taking veh to an independent dealer for almost 2 yrs and adv he will speak to his AAM regarding the matter
3/29/2010	wtr adv cust dlr offering 15% labor discount and 10% parts, adv no further assist avail.

Attachments

File Name	Comments

Customer Service Request Detail # 201007800673

Activity Status:	Done	Activity Updated:	3/19/2010 03:05PM
Activity Type	Customer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	3/19/2010 03:03PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	cust wife ci stating veh is very hard to steer-cust took veh to Euro Tek who adv the elec steering sys is defective and the ETS needs replaced>		
Note Created: 3/19/2010 03:04PM		Note Created By: Snively, Jodi	
Note Type: Customer Interaction			
cust is req assistance with repairs due to low mileage on veh-Wrtr adv cust to get a diag from a bmw center and cb if further assistance is req			
Activity Status:	Done	Activity Updated:	3/23/2010 03:51PM
Activity Type	Dealer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	3/23/2010 03:47PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	Joe Allegra from Fields bmw ci inq if cust had contacted bmw na regarding assistance with repairs for power steering>		
Note Created: 3/23/2010 03:49PM		Note Created By: Snively, Jodi	
Note Type: Dealer Interaction			
Wrtr adv cust had contacted bmw na and was adv to get a diag at a bmw center-dealer states cust has been taking veh to an independent dealer for almost 2 yrs and adv he will speak to his AAM regarding the matter			
Activity Status:	Done	Activity Updated:	3/24/2010 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	3/24/2010 04:34PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wife Darcy stts spk w Joe SvcMgr at Fields BMW, was given estimate of \$3752 for power steering repair, dlr offered 10% discount (per AAM?). cust stts>		
Note Created: 3/24/2010 04:36PM		Note Created By: Kromer, Joe	
Note Type: Customer Interaction			
< doesnt think fair she should cover part, willing to pay for labor.			
cust stts her family and business partners have 10 BMWs, never had problems w other vehicles. cust stts veh is being driven by son Joshua at college.			
wtr adv 3-5 bus days to research/ follow up w cust.			
Activity Status:	Done	Activity Updated:	3/29/2010 11:28AM
Activity Type	Customer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	3/29/2010 11:25AM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	cust wife ci req to speak to Joe-Joe na-wrtr trans to vm and sent email to Joe		
Note Created: 3/29/2010 11:27AM		Note Created By: Snively, Jodi	
Note Type: Customer Interaction			

Customer Service Request Detail # 201007800673

Hey Joe-Ms. [REDACTED] called in to speak to you. I transferred her to your voicemail. Thank you. Kind Regards, Jodi Snively BMW Customer Relations and Services Representative			
Activity Status:	Done	Activity Updated:	3/29/2010 12:03PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	3/29/2010 12:03PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	cust lvm for wtr, wtk update on case, stts dlr calling her.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/29/2010 05:28PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	3/29/2010 05:28PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wtr spk w SM Joe A. confirmed 15% discount on labor and 10% discount on parts offered. Joe A. stts spk w AAM-declined assistance.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/29/2010 05:34PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	3/29/2010 05:34PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	cust lvm req update/cb		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	3/29/2010 06:42PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	3/29/2010 06:39PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wtr adv wife Darcy dlr offering 15% labor discount and 10% parts, adv no further assist avail (per AAM). cust sttd not satisfied, will >		
Note Created: 3/29/2010 06:40PM		Note Created By: Kromer, Joe	
		Note Type: Customer Interaction	
<contact dept of transportation for further assist bc feels this is a safety issue that should be repaired. wtr adv will doc cust thoughts.			

Customer Service Request Detail # 201011301024

Customer

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

Service Request

Service Request #:	201011301024
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	4/23/2010 05:02PM
Created By:	Edgin, Jennifer
Rep Assigned:	Edgin, Jennifer
Date Assigned:	4/23/2010 05:10PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/23/2010 05:21PM
Close Rep:	Edgin, Jennifer
Issue Note:	Veh is having a steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 3.0i
Mileage:	43,000
Sale:	02/05/04
In Service Date:	02/05/04
Production Date:	02/02/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
4/23/2010	Writer apologized, adv'd cust that the veh would have to be diagnosed before we could research possible assist w/the repair.

Attachments

File Name	Comments

Customer Service Request Detail # 201011301024

Activity Status:	Done	Activity Updated:	4/23/2010 05:21PM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	4/23/2010 05:10PM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Veh is having a steering issue - cust stts that it feels like the steering sticks - just purchased 4 days ago from independent dlr - notes		
Note Created: 4/23/2010 05:13PM		Note Created By: Edgin, Jennifer	Note Type: Customer Interaction
Cust stts he has found information online about lots of other Z4's having this problem. Writer apologized, adv'd cust that the veh would have to be diagnosed before we could research possible assist w/the repair.			

Customer Service Request Detail # 201011600927

Customer

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

Service Request

Service Request #:	201011600927
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	4/26/2010 03:05PM
Created By:	Pfaffinger, Bill
Rep Assigned:	Pfaffinger, Bill
Date Assigned:	4/26/2010 03:07PM
Assigned Dealer:	Bob Smith BMW
Identified Dealer:	Bob Smith BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	4/26/2010 03:19PM
Close Rep:	Pfaffinger, Bill
Issue Note:	cci upset that dlr unable to duplicate concerns w/steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 2.5i
Mileage:	59,000
Sale:	01/12/08
In Service Date:	03/11/05
Production Date:	03/02/05

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV02	Retailer/Center Dissatisfaction Service	RETAILER DISSATISFACTION GE	AU16	Retailer/Center - Service Department unable to duplica

Solution Notes

Created	Solution
4/26/2010	wrtr advsd cust no known issues that wrtr can see, wrtr advsd csut to spk w/Shop foreman or SM or take veh to another BMW cntr for a second opinion, cust thanked wrtr

Attachments

File Name	Comments

Customer Service Request Detail # 201011600927

Activity Status:	Done	Activity Updated:	4/26/2010 03:19PM
Activity Type	Customer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	4/26/2010 03:07PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	cci upset that dlr unable to duplicate concerns w/steering, cust stts veh has bn in twice for this and they hv told him they were unable to duplicate		
Note Created: 4/26/2010 03:07PM		Note Created By: Pfaffinger, Bill	Note Type: Customer Interaction
cci upset that dlr unable to duplicate concerns w/steering, cust stts veh has bn in twice for this and they hv told him they were unable to duplicate the concern, cust stts it feels like the steering gets difficult to steer. cust stts stts before he takes it to another dlr he wants to know if there is a known issue, wrtr advsd cust no known issues that wrtr can see, wrtr advsd csut to spk w/Shop foreman or SM or take veh to another BMW cntr for a second opinion, cust thanked wrtr			

Customer Service Request Detail # 201012400907

Customer

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

Service Request

Service Request #:	201012400907
Brand:	BMW
Type:	Inquiry
Source:	Letter
Current Status:	Closed
Date Opened:	5/4/2010 03:19PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Hohmann, Betsy
Date Assigned:	5/11/2010 08:59AM
Assigned Dealer:	
Identified Dealer:	Bobby Rahal BMW of South Hills
Date Resolved:	
Resolve Rep:	
Date Closed:	5/14/2010 10:50AM
Close Rep:	Hohmann, Betsy
Issue Note:	Cust. requesting copy of PUMA case re: steering wheel lock issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Z4 roadster 2.5i
Mileage:	32,000
Sale:	05/10/05
In Service Date:	05/10/05
Production Date:	05/04/05

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
5/4/2010	wrt adv cust to take the veh to the dlr and get a diag from the dlrrt adv cust to give us a call back after getting the diag.
5/11/2010	Advise customer her local authorized BMW center is the best resource for diagnosing her vehicle. We do not provide PUMA information.
5/14/2010	Advise customer her local authorized BMW center is the best resource for diagnosing her vehicle. We do not provide PUMA information.

Attachments

File Name	Comments
Hinson, Carolyn	

Customer Service Request Detail # 201012400907

Activity Status:	Done	Activity Updated:	5/4/2010 03:26PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	5/4/2010 03:20PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	steering wheel locks at 12 oclock		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/11/2010 10:54AM
Activity Type	Customer Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	5/11/2010 10:54AM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	LM VM Carolyn.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/11/2010 02:51PM
Activity Type	Customer Interaction	Activity Updated By:	Hohmann, Betsy
Activity Assigned To:	Hohmann, Betsy	Email From:	
Activity Created:	5/11/2010 02:40PM	Email To:	
Activity Created By:	Hohmann, Betsy		
Activity Description:	Spoke to Carolyn, see notes.		
Note Created: 5/11/2010 02:46PM		Note Created By: Hohmann, Betsy	Note Type: Customer Interaction
Spoke to Carolyn, she is looking for PUMA info inorder to diangose a problem her Dad experienced early in the life of the vehicle where the steering wheel gets stiff at the 12 o'clock position. I told her we do not provide the PUMA info however the dealers are the best resource to diagnosing a problem the vehicle. I suggest she drive with a tech or foremen to demonstrate condition. She will probably use Rahal BMW in PA.			

Customer Service Request Detail # 201013100618

Customer

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

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage: 22,000
 Sale: 08/23/08
 In Service Date: 01/31/03
 Production Date: 01/10/03

Service Request

Service Request #: 201013100618
 Brand: BMW
 Type: Complaint
 Source: Executive Letter
 Current Status: Closed
 Date Opened: 5/11/2010 01:40PM
 Created By: Wharton, Jessica
 Rep Assigned: Mauthe, Liz
 Date Assigned: 6/11/2010 02:30PM
 Assigned Dealer: BMW of Fort Myers
 Identified Dealer: BMW of Fort Myers
 Date Resolved:
 Resolve Rep:
 Date Closed: 6/11/2010 03:18PM
 Close Rep: Mauthe, Liz
 Issue Note: BMW AG - Steering component complaint. See Note for details.

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/9/2010	wtr adv veh has to be taken in for diag.
6/10/2010	wtr adv veh has to be taken in for diag.
6/11/2010	Advised customer that vehicle is no longer covered under warranty and he is responsible for repairs. Suggested vehicle be diagnosed by a BMW dealership.

Attachments

File Name	Comments

Customer Service Request Detail # 201013100618

Activity Status:	Done	Activity Updated:	5/11/2010 02:52PM
Activity Type	Customer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	5/11/2010 02:47PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	cust stts steering component in vehicle needs replaced; cust stts at high outside temps, the steering wheel sticks while driving. >>>		
Note Created: 5/11/2010 02:48PM		Note Created By: Wharton, Jessica	
Note Type: Customer Interaction			
<p>cust stts total cost of repair is \$3200.00; cust stts wants assistance w/ repair; wtr adv will research case for cust; wtr adv no guarantees; wtr adv will contact customer w/in 3-5 business days.</p> <p>cust stts be [REDACTED] ng day untill 3 pm work: [REDACTED] cell phone: [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	5/14/2010 05:45PM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	5/14/2010 05:45PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr lm for ser mgr Eric Rivera stting cust concerns for veh; wtr left contact for CB		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	5/19/2010 01:51PM
Activity Type	Customer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	5/19/2010 01:48PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr w/ cust stting have not heard back from serv mgr.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/2/2010 11:07AM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/2/2010 11:05AM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr lm for Eric stting CB		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 201013100618

Activity Status:	Done	Activity Updated:	6/4/2010 06:18PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Wharton, Jessica	Email From:	CustomerRelations@bmwusa.com
Activity Created:	6/4/2010 06:14PM	Email To:	joe@doctek.net
Activity Created By:	Wharton, Jessica		
Activity Description:	Steering component LS43032 [1-1507106949]		

Note Created:	Note Created By:	Note Type:
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	<p>Dear Mr. [REDACTED]</p> <p>Thank you for contacting BMW of North America, LLC regarding the issue with the steering component on your 2003 Z4. I wanted to inform you that your case is still being reviewed at this time.</p> <p>If you have any further comments or questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.</p> <p>Sincerely,</p> <p>Jessica Wharton Customer Relations and Services Representative</p>
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Activity Status:	Done	Activity Updated:	6/7/2010 06:18PM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/7/2010 06:18PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr lm for serv mgr Eric stting cust req for assistance on steering component. wtr adv CB		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	6/9/2010 12:32PM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/9/2010 12:25PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr sw serv mgr Eric, Eric stts veh outside GW guide lines by age; Eric's stts will email AAM about req; >>>		

Note Created: 6/9/2010 12:31PM	Note Created By: Wharton, Jessica	Note Type: Dealer Interaction
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wtr adv email wtr wth rsonpce to adv cust. wtr provided email.	
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Activity Status:	Done	Activity Updated:	6/9/2010 01:52PM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/9/2010 01:07PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	Eric sent email: see notes		

Customer Service Request Detail # 201013100618

Note Created: 6/9/2010 01:07PM		Note Created By: Wharton, Jessica		Note Type: Dealer Interaction	
<p>From: Rivera, Eric [mailto:Eric.Rivera@bmwoffortmyers.com] Sent: Wednesday, June 09, 2010 1:00 PM To: Wharton Jessica [mailto:Wharton.Jessica@bmwoffortmyers.com] IS-S-5 Subject: Chassis# L [REDACTED]</p> <p>Jessica, I pulled the customers file and I have nothing noted about us giving this customer an est. for any steering components. In fact the car was here in April of this year under a different name but again no mention of any steering components. Can you find out who told the customer he needed that part and has it actually been diagnosed through a BMW dealership and not an outside shop? Then we need to know is he the first, second or third owner of this vehicle. The file I have shows two different names and neither of them match the name you gave me. I'll wait to hear from you.</p> <p>Thanks, Eric Rivera Fixed Operations Director BMW of Fort Myers (239) 433-8305 eric.rivera@bmwoffortmyers.com</p> <p>NOTE: The information contained in this email may contain privileged and confidential information. It is intended only for the use of the person or persons named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.</p>					
Activity Status:	Done	Activity Updated:	6/9/2010 01:52PM		
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica		
Activity Assigned To:	Wharton, Jessica	Email From:			
Activity Created:	6/9/2010 01:50PM	Email To:			
Activity Created By:	Wharton, Jessica				
Activity Description:	wtr email serv mgr Eric: see notes.				
Note Created: 6/9/2010 01:51PM		Note Created By: Wharton, Jessica		Note Type: Dealer Interaction	

Customer Service Request Detail # 201013100618

From: Wharton Jessica, SF4-US-S-5
Sent: Wednesday, June 09, 2010 1:50 PM
To: 'Rivera, Eric'
Subject: RE: Chassis# LS43032

Hi Eric,

I just spoke with Mr. [REDACTED]. He [REDACTED] he spoke with a service advisor about the symptoms that are present. Mr. [REDACTED] stated the service ad [REDACTED] spoke with stated the current symptoms are related to the steering component. Mr. [REDACTED] stated no diagnosis has been performed.

I advised the customer vehicle needs to be taken in for diagnostics. Customer states will bring in vehicle.

I show in my resources and records Mr. [REDACTED] is the fourth owner of the vehicle.

Thanks Eric!

Kind regards,
Jessica Wharton
Customer Relations and Services Representative
Telephone
(614) 718-6202
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227
Please consider the environment before printing this e-mail.

From: Rivera, Eric [mailto:Eric.Rivera@bmwoffortmyers.com]
Sent: Wednesday, June 09, 2010 1:00 PM
To: Wharton Jessica [mailto:Wharton.Jessica@bmwoffortmyers.com]
Subject: Chassis# LS43032

Jessica,
I pulled the customers file and I have nothing noted about us giving this customer an est. for any steering components. In fact the car was here in April of this year under a different name but again no mention of any steering components. Can you find out who told the customer he needed that part and has it actually been diagnosed through a BMW dealership and not an outside shop? Then we need to know is he the first, second or third owner of this vehicle. The file I have shows two different names and neither of them match the name you gave me.
I'll wait to hear from you.

Thanks,

Eric Rivera
Fixed Operations Director
BMW of Fort Myers
(239) 433-8305
eric.rivera@bmwoffortmyers.com

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Customer Service Request Detail # 201013100618

... the original message.		...	
Activity Status:	Done	Activity Updated:	6/9/2010 03:19PM
Activity Type	Customer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/9/2010 03:15PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	wtr sw cust; c/s received est from serv advsr; c/s veh has not been diag, c/s described symptoms to serv advsr >>		
Note Created: 6/9/2010 03:17PM		Note Created By: Wharton, Jessica	
Note Type: Customer Interaction			
c/s serv advsr adv with out diag, steering components needs replace est \$3200.00; c/s not the original owner of veh wtr adv veh has to be taken in for diag. c/s thanks for f/u. cust adv wtr has been great help.			
Activity Status:	Done	Activity Updated:	6/10/2010 05:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Wharton, Jessica
Activity Assigned To:	Wharton, Jessica	Email From:	
Activity Created:	6/10/2010 05:28PM	Email To:	
Activity Created By:	Wharton, Jessica		
Activity Description:	serb mgr Eric Rivera sent wtr email: see notes		
Note Created: 6/10/2010 05:29PM		Note Created By: Wharton, Jessica	
Note Type: Dealer Interaction			

Customer Service Request Detail # 201013100618

From: Rivera, Eric [mailto:Eric.Rivera@bmwoffortmyers.com]
Sent: Thursday, June 10, 2010 2:16 PM
To: Wharton Jessica, SF [redacted]-5
Subject: RE: Chassis# L [redacted]

Jessica,
I can tell you with the customer being fourth owner there is no way any goodwill can be done.

From: Jessica.Wharton@bmwfs.com [mailto:Jessica.Wharton@bmwfs.com]
Sent: Wednesday, June 09, 2010 1:50 PM
To: Rivera, Eric
Subject: RE: Chassis# L [redacted]

Hi Eric,

I just spoke with Mr. [redacted]. He [redacted] he spoke with a service advisor about the symptoms that are present. Mr. [redacted] stated the service advisor spoke with [redacted] stated the current symptoms are related to [redacted] ring component. Mr. [redacted] stated no diagnosis has been performed.

I advised the customer vehicle needs to be taken in for diagnostics. Customer states will bring in vehicle.

I show in my resources and records Mr. [redacted] is the fourth owner of the vehicle.

Thanks Eric!
Kind regards,
Jessica Wharton
Customer Relations and Services Representative
Telephone
(614) 718-6202
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227
Please consider the environment before printing this e-mail.

From: Rivera, Eric [mailto:Eric.Rivera@bmwoffortmyers.com]
Sent: Wednesday, June 09, 2010 1:00 PM
To: Wharton Jessica [redacted] S-S-5
Subject: Chassis# L [redacted]

Jessica,
I pulled the customers file and I have nothing noted about us giving this customer an est. for any steering components. In fact the car was here in April of this year under a different name but again no mention of any steering components. Can you find out who told the customer he needed that part and has it actually been diagnosed through a BMW dealership and not an outside shop? Then we need to know is he the first, second or third owner of this vehicle. The file I have shows two different names and neither of them match the name you gave me.
I'll wait to hear from you.

Thanks,

Eric Rivera
Fixed ...

Customer Service Request Detail # 201013100618

... Operations Director BMW of Fort Myers (239) 433-8305 eric.rivera@bmwoffortmyers.com		...	
NOTE: The information contained in this email may contain privileged and confidential information. It is intended only for the use of the person or persons named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication is strictly prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message.			
Activity Status:	Done	Activity Updated:	6/11/2010 02:30PM
Activity Type	SR Re-opened	Activity Updated By:	Bienert, Cheryl
Activity Assigned To:	Bienert, Cheryl	Email From:	
Activity Created:	6/11/2010 02:28PM	Email To:	
Activity Created By:	Bienert, Cheryl		
Activity Description:	BMW AG - Cust. complaint re: Steering Component; feels this is becoming a problem and should be recalled.		
Note Created: 6/11/2010 02:30PM		Note Created By: Bienert, Cheryl	
		Note Type: SR Re-opened	

Customer Service Request Detail # 201013100618

From: Pending Customer Issues
Sent: Friday, June 11, 2010 9:26 AM
To: Bienert Cheryl -A-54
Subject: FW: [US] [REDACTED]

From: BMW Customer Service [mailto:Customer.Service@bmw.com]
Sent: Friday, June 11, 2010 5:17 AM
To: Pending Customer Issues
Subject: [US] [REDACTED]

Dear colleagues,

Please take over this complaint for review and direct customer response within market.

No customer response letter will be sent from BMW AG at this stage.

Yours sincerely,

BMW AG Warranty Department

From: BMW Kundenbetreuung <Kundenbetreuung@bmwdialog.de>
To: Customer.Service <Customer.Service@bmw.com>
Date: Thu, 10 Jun 2010 11:16:12 +0200
Subject: [REDACTED] 2547393_EMAILIN_381240549920 [REDACTED] BMW North America

Sent: 07.06.2010
Subject: [REDACTED] 3032 [1-1507106949]
From: [REDACTED]
To: Kundenbetreuung@bmw.de>

I am hoping you can help me with this issue. In SW Florida this is becoming a large problem and should be recalled. This has the potential for being as big a matter as the Toyota problems.

Thank you

[REDACTED]

-----Original Message-----
From: CustomerRelations@bmwusa.com [mailto:CustomerRelations@bmwusa.com]
Sent: 6/10/10 6:18 PM
To: [REDACTED]
Subject: [REDACTED] g component LS43032 [1-1507106949]

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding the issue with the steering component on your 2003 Z4. I wanted to inform you that your case is still being reviewed at this time.

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

Customer Service Request Detail # 201013100618

... you for contacting BMW.

Sincerely,
Jessica Wharton
Customer Relations and Services
Representative

Mit freundlichen Grüßen
BMW Kundenbetreuung

Telefon: 0180 2 324252*
Fax: 0180 2 123484*
E-Mail: kundenbetreuung@bmw.de
Url: www.bmw.de

*0,06 EUR pro Anruf/Fax aus dem deutschen Festnetz, höchstens 0,42 EUR pro Minute aus deutschen Mobilfunknetzen, Mo. - So. von 8:00 - 22:00 Uhr

Bayerische Motoren Werke Aktiengesellschaft
Vorstand: Norbert Reithofer, Vorsitzender,
Frank-Peter Arndt, Herbert Diess, Klaus Draeger,
Friedrich Eichner, Harald Krüger, Ian Robertson
Vorsitzender des Aufsichtsrats: Joachim Milberg
Sitz und Registergericht: Muenchen HRB 42243

Activity Status:	Done	Activity Updated:	6/11/2010 03:15PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	6/11/2010 03:10PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Note Created: 6/11/2010 03:10PM Note Created By: Mauthe, Liz Note Type: Customer Interaction

Customer Service Request Detail # 201013100618

<p>Customer states vehicle was purchased privately 2 months ago and has not had it diagnosed by a BMW dealership. He states the steering doesnt work when it gets cold and he feels there should be a recall. I confirmed there was no recall and suggested he bring veh to a BMW dealership for diagnosis. Writer asked cust if he wanted me to see if I could set up an appt or ask for discount toward repair cust declined stating he wanted BMW to pay for the entire repair. Advised cust that since veh was out of warranty he would be responsible for repair. Customer states he wasnt going to pay for it at all and declined further assistance.</p>	
---	--

Customer Service Request Detail # 201014600994

Customer

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

Service Request

Service Request #:	201014600994
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	5/26/2010 05:08PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Pfahl, Kerrie
Date Assigned:	5/26/2010 05:10PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/26/2010 05:10PM
Close Rep:	Pfahl, Kerrie
Issue Note:	cci stating that he has sticky steering cust stated the veh had not been to the dlr for diag

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	10/29/04
In Service Date:	10/29/04
Production Date:	04/22/04

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
5/26/2010	wrt adv cust that he would need to take the veh to the dlr to get a diag wrt adv cust that there many not be any assist due to the year of the veh as well as the milage

Attachments

File Name	Comments

Customer Service Request Detail # 201014600994

Activity Status:	Done	Activity Updated:	5/26/2010 05:10PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	5/26/2010 05:10PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	cci stating that he has sticky steering cust stated the veh had not been to the dlr for diag		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201015300734

Customer

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

Service Request

Service Request #: 201015300734
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 6/2/2010 01:42PM
 Created By: Hite, Rick
 Rep Assigned: Livaudais, Lauren
 Date Assigned: 6/28/2010 11:30AM
 Assigned Dealer: Sun Motor Cars BMW
 Identified Dealer: Sun Motor Cars BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 7/7/2010 04:19PM
 Close Rep: Livaudais, Lauren
 Issue Note: Goodwill - Steering Repair

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2003
 Model: Z4 roadster 2.5i
 Mileage: 34,000
 Sale: 05/11/04
 In Service Date: 10/31/03
 Production Date: 08/13/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
7/7/2010	Dir has contacted the customer and offered to goodwill the part to repair the steering. Customer must pay the labor. The part has been ordered and the cust. will bring the veh. in to be repaired soon. Cust. is very satisfied.

Attachments

File Name	Comments

Customer Service Request Detail # 201015300734

Activity Status:	Done	Activity Updated:	6/2/2010 03:56PM
Activity Type	Customer Interaction	Activity Updated By:	Hite, Rick
Activity Assigned To:	Hite, Rick	Email From:	
Activity Created:	6/2/2010 01:44PM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	cci req assistance on steering repair. stts a sensor needs replaced in strg column \$3000>>		
Note Created: 6/2/2010 01:44PM		Note Created By: Hite, Rick	
Note Type: Customer Interaction			
cust stts sun motors diagnosed concern in fall when he was there and he has done research on the web noting that it is a common occurrence in the z4 line and would like bmw to cover this repair for him. wrtr advised he will research complaint and get back with him in 3-5 business days.			
Activity Status:	Done	Activity Updated:	6/10/2010 01:12PM
Activity Type	Dealer Interaction	Activity Updated By:	Hite, Rick
Activity Assigned To:	Hite, Rick	Email From:	
Activity Created:	6/2/2010 03:53PM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wrtr called SM Dan and he stated it is a concern more south, but it is hard to steer and is unpleasant to drive. stts it will become a safety issue.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/15/2010 11:01AM
Activity Type	Customer Interaction	Activity Updated By:	Hite, Rick
Activity Assigned To:	Hite, Rick	Email From:	
Activity Created:	6/10/2010 01:10PM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wrtr called cust and asked if he would be in favor of a parts and labor split. cust agreed to that and wrtr advised will look into		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/16/2010 12:02PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	6/15/2010 11:01AM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wrtr escalated to REM Eric/Bill for further assistance		
Note Created: 6/15/2010 11:02AM		Note Created By: Hite, Rick	
Note Type: Market Liaison Escalation			

Customer Service Request Detail # 201015300734

From: Hite Rick, SF4-US-S-5
Sent: Tuesday, June 15, 2010 11:02 AM
To: Fronckel Eric, SF2-US-S-6
Cc: Pfaffinger Bill, SF4-US-S-5
Subject: Marke [REDACTED] tion / SR # 201015300734 / Mr. [REDACTED] /
4USBT334631 [REDACTED] / Sun Motor Cars BMW / Sun Motor Cars BMW

Mr. [REDACTED]
4USBT334631 [REDACTED]
10/31/2003
34,000
Sun Motor Cars BMW
201015300734
Days Down:

Customer Issue: Customer needs to have a steering repair completed. He said there is a sensor in the steering column that interferes with the operation and makes it hard to steer when it is warm.

Customer Request: Customer would like assistance with the repair as it is approx \$3,000. He is in favor of a parts and labor split if possible.

Center Comments: Service Manager Dan said this concern is more prevalent in the southern regions, but has seen it before. He said it is very unpleasant to drive and eventually will become a safety concern. Said the customer is outside of dealer authorization so could not offer assistance.

Kind Regards,
Rick Hite
Customer Relations and Services
Customer Relations Specialist
Telephone
1 (800) 831-1117 ext. 6155
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	6/23/2010 10:34AM
Activity Type	Dealer Interaction	Activity Updated By:	Hite, Rick
Activity Assigned To:	Hite, Rick	Email From:	
Activity Created:	6/23/2010 10:28AM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wtr emailed SM Dan		
Note Created: 6/23/2010 10:30AM		Note Created By: Hite, Rick	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 201015300734

<p>Hi Dan,</p> <p>I spoke to you about Mr. [REDACTED] steering concern earlier in the month and I was asked to gather more information a [REDACTED] is repair. In an effort to assist this customer, we discussed a possible parts and labor shared expense. Could you provide for me the parts pricing and the labor pricing involved in this repair? I appreciate it. Thank you for your time.</p> <p>Kind Regards, Rick Hite Customer Relations and Services Customer Relations Specialist Telephone 1 (800) 831-1117 ext. 6155 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done</p> <p>Activity Type: Customer Interaction</p> <p>Activity Assigned To: Hite, Rick</p> <p>Activity Created: 6/23/2010 10:31AM</p> <p>Activity Created By: Hite, Rick</p> <p>Activity Description: cust called in looking for update. stts that now that it is warm, steering is getting sluggish.</p>	<p>Activity Updated: 6/23/2010 10:36AM</p> <p>Activity Updated By: Hite, Rick</p> <p>Email From:</p> <p>Email To:</p>	
<p>Note Created:</p>		<p>Note Created By:</p>
		<p>Note Type:</p>
<p>Activity Status: Done</p> <p>Activity Type: Dealer Interaction</p> <p>Activity Assigned To: Hite, Rick</p> <p>Activity Created: 6/23/2010 10:36AM</p> <p>Activity Created By: Hite, Rick</p> <p>Activity Description: wrtr called SM Dan and he is researching and req call back</p>	<p>Activity Updated: 6/24/2010 04:18PM</p> <p>Activity Updated By: Hite, Rick</p> <p>Email From:</p> <p>Email To:</p>	
<p>Note Created:</p>		<p>Note Created By:</p>
		<p>Note Type:</p>
<p>Activity Status: Done</p> <p>Activity Type: Dealer Interaction</p> <p>Activity Assigned To: Hite, Rick</p> <p>Activity Created: 6/23/2010 04:04PM</p> <p>Activity Created By: Hite, Rick</p> <p>Activity Description: wrtr called SM Dan for repair info. Parts: 2748, Labor: 468.</p>	<p>Activity Updated: 6/24/2010 04:18PM</p> <p>Activity Updated By: Hite, Rick</p> <p>Email From:</p> <p>Email To:</p>	
<p>Note Created:</p>		<p>Note Created By:</p>
		<p>Note Type:</p>

Customer Service Request Detail # 201015300734

Activity Status:	Done	Activity Updated:	6/28/2010 10:55AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	6/24/2010 04:17PM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wtr escalated to REM Eric for further assistance		

Note Created: 6/24/2010 04:23PM

Note Created By: Hite, Rick

Note Type: Market Liaison Escalation

From: Hite Rick, SF4-US-S-5
 Sent: Thursday, June 24, 2010 4:17 PM
 To: Fronckel Eric, SF2-US-S-6
 Subject: Marke [redacted] tion / SR # 201015300734 / Mr. [redacted] / 4USBT33463L [redacted] Sun Motor Cars BMW / Sun Motor Cars BMW

Customer's Name: [redacted]
 Customers Contact: [redacted]
 VIN: 4USBT33463L [redacted]
 In-Service Date: 10/31/03
 Current Miles: 34,000
 Center Name: Sun Motor Cars
 Price of Repair - Labor: \$468
 Price of Repair - Parts: \$2748
 Service Request Number: 201015300734
 Days Down: [confirmed through BMW servicing centers]
 Ownership: Owns
 Brand History: Only one
 Financed:
 Current Status of Vehicle: Customer Has

 CUSTOMER ISSUE: Steering gets really stiff/sluggish when the weather is warm. Has done research online and has found this a common concern in the south.

CUSTOMER'S REQUEST: Customer is requesting assistance with the repair due to the expense. States a parts and labor split would be acceptable

CENTER COMMENTS: Spoke w [redacted] M Dan and found that this is a safety concern and should be fixed. States that Mr. [redacted] is a good customer, but is far out of dealer self auth. Asks that we escalate through ou [redacted] nnels.

ADDITIONAL INFORMATION: Dan had also mentioned that if we wanted to split the repair 50%/50% that it would be ok as well.

Activity Status:	Done	Activity Updated:	6/24/2010 04:24PM
Activity Type	Customer Interaction	Activity Updated By:	Hite, Rick
Activity Assigned To:	Hite, Rick	Email From:	
Activity Created:	6/24/2010 04:24PM	Email To:	
Activity Created By:	Hite, Rick		
Activity Description:	wtr called Mr. brown and advised of escalation		

Note Created:

Note Created By:

Note Type:

Customer Service Request Detail # 201015300734

Activity Status:	Done	Activity Updated:	6/28/2010 11:00AM
Activity Type	Escalate to Core	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	6/28/2010 10:59AM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	e-mailed CORE to adv of cust's request >>		

Note Created: 6/28/2010 11:00AM

Note Created By: Fronckel, Eric

Note Type: Escalate to Core

From: Fronckel Eric, SF2-US-S-6
Sent: Monday, June 28, 2010 11:00 AM
To: Kumar Seema, V2-US-A-51
Subject: Ohio Escalation / 201015300734 / Mr. [REDACTED] / U [REDACTED]

Good morning Seema,
I am seeking your review of this customer's request for repair cost relief due to the support of Dan Taylor at Sun Motor Cars; the vehicle is slightly older (2003 model), but the customer has acknowledged this, and is not seeking full coverage of the repair.
More details are below; I'll be helping with some training, followed by lunch, between 11 – 1, but I will be back at my desk at 1 for the remainder of the day if you'd like to discuss.

Thank you,

Eric Fronckel
Customer Relations and Services
Eastern Region Market Liaison
Telephone
(614) 718-6235
(800) 831-1117*6235
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

[REDACTED]
[REDACTED]
[REDACTED]
VIN: 4USB133463L [REDACTED]
Model: 2003 Z4 2.5i [REDACTED]
In-Service: 10/31/03
Mileage: 34,000
Center: Sun Motor Cars (selling & servicing)
Ownership: original owner, first BMW
Financed: customer owns outright
Labor Cost: \$468
Parts Cost: \$2,748
SR: 201015300734

CUSTOMER ISSUE: Steering is very stiff/sluggish when the weather is warm; Mr. Brown advised the dealer has diagnosed this problem, and it will cost over \$3000 to repair.

CUSTOMER'S REQUEST: Customer is requesting cost assistance with the repair given original ownership and dealer loyalty; Mr. Brown is aware of the age of his vehicle, and has advised that any kind of cost-split would be acceptable.

CENTER COMMENTS: Service Manager Dan Taylor advised that this is a safety concern and the repair should not be delayed. Dan confirmed that Mr. Brown is a good ...

Customer Service Request Detail # 201015300734

... customer, and would support either a parts/labor split, or an overall 50/50 split. Due to the vehicle being out of self-authorization, Dan asked that the customer's request be escalated through Customer Relations.		...	
Activity Status:	Done	Activity Updated:	6/28/2010 01:11PM
Activity Type	Corporate Interaction	Activity Updated By:	Fronckel, Eric
Activity Assigned To:	Fronckel, Eric	Email From:	
Activity Created:	6/28/2010 01:11PM	Email To:	
Activity Created By:	Fronckel, Eric		
Activity Description:	e-mail from CORE, case to be reassigned >>		
Note Created: 6/28/2010 01:11PM		Note Created By: Fronckel, Eric	Note Type: Corporate Interaction

Customer Service Request Detail # 201015300734

From: Kumar Seema, V2-US-A-51
Sent: Monday, June 28, 2010 11:02 AM
To: Bienert Cheryl, V2-US-A-54
Cc: Fronckel Eric, SF2-US-S-6
Subject: FW: Ohio Escalation / 201015300734 / Mr. [REDACTED] / [REDACTED]

Hi Cheryl,
Please assign.

Seema Kumar
Eastern Region Team Lead
Customer Relations and Services
V2-US-A-51

Telephone
(201) 263-8230
(800) 831-1117*8230
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.

From: Fronckel Eric, SF2-US-S-6
Sent: Monday, June 28, 2010 11:00 AM
To: Kumar Seema, V2-US-A-51
Subject: Ohio Escalation / 201015300734 / Mr. [REDACTED] / [REDACTED]

Good morning Seema,
I am seeking your review of this customer's request for repair cost relief due to the support of Dan Taylor at Sun Motor Cars; the vehicle is slightly older (2003 model), but the customer has acknowledged this, and is not seeking full coverage of the repair. More details are below; I'll be helping with some training, followed by lunch, between 11 – 1, but I will be back at my desk at 1 for the remainder of the day if you'd like to discuss.

Thank you,
Eric Fronckel
Customer Relations and Services
Eastern Region Market Liaison
Telephone
(614) 718-6235
(800) 831-1117*6235
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

[REDACTED]
VIN: [REDACTED] ...

Customer Service Request Detail # 201015300734

<p>... 4USBT33463L [REDACTED] Model: [REDACTED] 4 2.5i In-Service: 10/31/03 Mileage: 34,000 Center: Sun Motor Cars (selling & servicing) Ownership: original owner, first BMW Financed: customer owns outright Labor Cost: \$468 Parts Cost: \$2,748 SR: 201015300734</p> <p>CUSTOMER ISSUE: Steering is very stiff/sluggish when the weather is warm; Mr. Brown advised the dealer has diagnosed this problem, and it will cost over \$3000 to repair.</p> <p>CUSTOMER'S REQUEST: Customer is [REDACTED] ing cost assistance with the repair given original ownership and dealer loyalty; Mr. [REDACTED] is aware of the age of his vehicle, and has advised that any kind of cost-split would be [REDACTED] ptable.</p> <p>CENTER COMMENTS: Service Manager Dan Taylor advised that this is a safety concern and the repair should not be delayed. Dan confirmed that Mr. Brown is a good customer, and would support either a parts/labor split, or an overall 50/50 split. Due to the vehicle being out of self-authorization, Dan asked that the customer's request be escalated through Customer Relations.</p>		<p>...</p>	
Activity Status: Done	Activity Updated: 6/30/2010 02:55PM	Activity Type: Customer Interaction	Activity Updated By: Livaudais, Lauren
Activity Assigned To: Livaudais, Lauren	Email From:	Activity Created: 6/30/2010 02:55PM	Email To:
Activity Created By: Livaudais, Lauren	Activity Description: LM for cust.		
Note Created:	Note Created By:	Note Type:	
Activity Status: Done	Activity Updated: 7/7/2010 04:18PM	Activity Type: Customer Interaction	Activity Updated By: Livaudais, Lauren
Activity Assigned To: Livaudais, Lauren	Email From:	Activity Created: 7/7/2010 04:14PM	Email To:
Activity Created By: Livaudais, Lauren	Activity Description: Spoke with customer, he states that the Dlr has contacted him and offered him goodwill of the part and the customer must pay for labor...		
Note Created: 7/7/2010 04:16PM	Note Created By: Livaudais, Lauren	Note Type: Customer Interaction	
<p>Customer states this offer is great and he is very satisfied. Customer states he no longer needs assistance at this time. The Dlr has ordered the part and the customer will set up an apt. date as soon as the part arrives.</p>			

Customer Service Request Detail # 201015501271

Customer

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

Service Request

Service Request #:	201015501271
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	6/4/2010 07:28PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Pfahl, Kerrie
Date Assigned:	6/4/2010 07:30PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/7/2010 08:15PM
Close Rep:	Pfahl, Kerrie
Issue Note:	electrical steering gets hot and becomes unresponsive

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	60,000
Sale:	03/31/07
In Service Date:	08/14/03
Production Date:	06/26/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/7/2010	wrt accidently opened an SR under cust name cust was previous owner, please look at 201015501271 which is the current customer

Attachments

File Name	Comments

Customer Service Request Detail # 201015501271

Activity Status:	Done	Activity Updated:	6/7/2010 08:07PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/4/2010 07:30PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	electrical steering gets hot and becomes unresponsive		
Note Created: 6/4/2010 07:30PM		Note Created By: Pfahl, Kerrie	Note Type: Customer Interaction
cust is looking for some assist in getting this replaced, taken it to the dlr twice, it only happens when it gets higher than 80 degrees			

Customer Service Request Detail # 201015501290

Customer

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

Service Request

Service Request #:	201015501290
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	6/4/2010 07:44PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Robison, Kate
Date Assigned:	6/16/2010 08:03PM
Assigned Dealer:	Autohaus BMW of Maplewood
Identified Dealer:	Autohaus BMW of Maplewood
Date Resolved:	6/21/2010 09:04AM
Resolve Rep:	NET, DCS
Date Closed:	6/30/2010 01:26PM
Close Rep:	Robison, Kate
Issue Note:	gw req: steering column - \$2600+

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	47,900
Sale:	03/31/07
In Service Date:	08/14/03
Production Date:	06/26/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/15/2010	dissatisfied close: wrtr adv cust no assistance with repair
6/30/2010	AMM declined assistance due to veh being 3 years outside of warranty.

Attachments

File Name	Comments

Customer Service Request Detail # 201015501290

Activity Status:	Done	Activity Updated:	6/4/2010 07:48PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/4/2010 07:45PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	cust is having electrical steering issues		
Note Created: 6/4/2010 07:45PM		Note Created By: Pfahl, Kerrie	
Note Type: Customer Interaction			
cust is looking for some assist into getting the steering column replaced cust stated that when it gets above 80degrees its gets sticky, wrt adv cust that because of the year of the veh and because outside of warranty there isn't going to be any assist, cust insisted wrt offered to make one phone call out working with autohaus of clayton 314-727-8870			
Activity Status:	Done	Activity Updated:	6/8/2010 05:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/8/2010 05:47PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt reached out to was unable to get intouch with anyone at the dlr wrt will call back		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/9/2010 11:12AM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/9/2010 11:12AM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt left VM with Victor servmng req call back		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/11/2010 06:47PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/11/2010 06:47PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt reached out to cust, wrong number636-343-4863.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	6/11/2010 06:57PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	6/11/2010 06:57PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt reached out to the dlr to get cust correct number wrt was adv to call back monday and spk with servmng		

Customer Service Request Detail # 201015501290

Note Created:		Note Created By:		Note Type:	
Viewed Service Request information: Dealer 24024 on Mon Jun 14 12:28:46 EDT 2010					
Activity Status:	Done	Activity Updated:	6/15/2010 06:12PM		
Activity Type	General	Activity Updated By:	Brookins, Kristy		
Activity Assigned To:	NET, DCS	Email From:			
Activity Created:	6/14/2010 12:28PM	Email To:			
Activity Created By:	NET, DCS				
Activity Description:	Dealer Created Activity				
Note Created: 6/14/2010 12:28PM		Note Created By: NET, DCS		Note Type: Dealer Interaction	
Activity Status:	Done	Activity Updated:	6/15/2010 05:44PM		
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie		
Activity Assigned To:	Pfahl, Kerrie	Email From:			
Activity Created:	6/15/2010 05:44PM	Email To:			
Activity Created By:	Pfahl, Kerrie				
Activity Description:	wrt spk with Dennie at dlr adv there isnt going to be any assist to far outside of warranty he provided me with this number [REDACTED]				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/15/2010 05:46PM		
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie		
Activity Assigned To:	Pfahl, Kerrie	Email From:			
Activity Created:	6/15/2010 05:46PM	Email To:			
Activity Created By:	Pfahl, Kerrie				
Activity Description:	wrt left Vm for cust req call back wrt has a conclusion				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/15/2010 06:13PM		
Activity Type	Customer Interaction	Activity Updated By:	Brookins, Kristy		
Activity Assigned To:	Brookins, Kristy	Email From:			
Activity Created:	6/15/2010 06:13PM	Email To:			
Activity Created By:	Brookins, Kristy				
Activity Description:	wrt adv cust there is not asst, apologized, cust voiced understanding				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/16/2010 08:14PM		
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate		
Activity Assigned To:	Robison, Kate	Email From:			
Activity Created:	6/16/2010 08:11PM	Email To:			
Activity Created By:	Robison, Kate				
Activity Description:	cci again, req assistance, stts mileage is 47,900, not 77,000. stts dlr adv to cb and ask again for assistance. in cust possession >>				

Customer Service Request Detail # 201015501290

Note Created: 6/16/2010 08:11PM		Note Created By: Robison, Kate		Note Type: Customer Interaction	
steering is "binding", when trying to turn/merge, have to overcompensate, feels its a safety concern, doesn't want BMW to end up like Toyota. cb by Weds/23 @ 314-495-7394					
Activity Status:	Done	Activity Updated:	6/21/2010 03:40PM	Activity Type	Customer Interaction
Activity Assigned To:	ONEil, Nicholas	Activity Updated By:	ONEil, Nicholas	Activity Created:	6/21/2010 03:37PM
Activity Created By:	ONEil, Nicholas	Email From:		Activity Description:	cci for update on case. Wrtr transferred to Kate's VM.
Note Created: 6/21/2010 03:40PM		Note Created By: ONEil, Nicholas		Note Type: Corporate Interaction	
<p>From: O'neil Nicholas, SF4-US-S-5 Sent: Monday, June 21, 2010 3:40 PM To: Robison, Kate Subject: Mr. [REDACTED] 201015501290</p> <p>Hey Mr. [REDACTED] called in for a status update. I advised him it looked like the case was being reviewed by the regional management team per the original solution from the dealership. I transferred Mr. [REDACTED] to your VM.</p> <p>Kind Regards, Nick O'Neill Customer Relations and Services Specialist Telephone: 800-831-1117 *7315 Fax: 614-789-1997 Mailing Address: P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status:	Done	Activity Updated:	6/24/2010 11:05AM	Activity Type	Dealer Interaction
Activity Assigned To:	Robison, Kate	Activity Updated By:	Robison, Kate	Activity Created:	6/24/2010 11:05AM
Activity Created By:	Robison, Kate	Email From:		Activity Description:	LM for SM Victor, req cb.
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	6/24/2010 11:07AM	Activity Type	Customer Interaction
Activity Assigned To:	Robison, Kate	Activity Updated By:	Robison, Kate	Activity Created:	6/24/2010 11:07AM
Activity Created By:	Robison, Kate	Email From:		Activity Description:	cust LM, req cb.
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 201015501290

Activity Status:	Done	Activity Updated:	6/24/2010 01:06PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	6/24/2010 01:04PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	customer called back to get update on the case. advised customer this:Kate told me to advise customer that she is waiting for the victor, SM to call		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/30/2010 01:26PM
Activity Type	Corporate Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	6/24/2010 01:05PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	Kate told me to advise customer that she is waiting for the victor, SM to call her back from review with regional rep.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/29/2010 02:36PM
Activity Type	Corporate Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/29/2010 02:36PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	call transferred from tier 1 Sam, as kate was not available.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/29/2010 02:43PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/29/2010 02:37PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	customer stt he spoke with Greg (Service Advisor) today and Greg advised no one has contacted dlr. see notes		
Note Created:	6/29/2010 02:38PM	Note Created By:	Gunn, Tina
			Note Type: Customer Interaction
customer stt he is seeking resolve. wtr advised Kate (CM) left a vm for Victor Service Manager requesting a call back. customer allowed wtr to place him on hold to see if Victor has an update from BMW AAM regarding request.			
<<<			
wtr advised wtr will notify Kate of wtr interaction. wtr advised customer he should hear back from the dealer SM with more information regarding the BMW gw request. customer stt ok.			

Customer Service Request Detail # 201015501290

Activity Status:	Done	Activity Updated:	6/29/2010 02:43PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/29/2010 02:38PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr left a note for Victor SM requesting he contact the customer on his cell with an update from AAM interaction, wtr also provide Kate's extension >>		
Note Created: 6/29/2010 02:43PM		Note Created By: Gunn, Tina	Note Type: Dealer Interaction
for call back to provide resolve provided by AAM.			
Activity Status:	Done	Activity Updated:	6/29/2010 02:45PM
Activity Type	Corporate Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/29/2010 02:43PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr sent email to Kate. see notes		
Note Created: 6/29/2010 02:45PM		Note Created By: Gunn, Tina	Note Type: Corporate Interaction
From: Gunn Tina, SF4-US-S-5 Sent: Tuesday, June 29, 2010 2:45 PM To: Robison, Kate SF2-US-S-5 Subject: [REDACTED]			
Please see notes. I have reached to out the Service Manager and advised the customer the SM should be contacting him to provide any updates regarding goodwill request.			
Thanks. Kind Regards, Tina M. Gunn Customer Relations and Services Specialist			
Activity Status:	Done	Activity Updated:	6/30/2010 12:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	6/30/2010 12:37PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	SM victor LM, stts AAM declined req due to veh being 3 years outside of warr.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/30/2010 01:24PM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	6/30/2010 01:24PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	sw cust, adv regional management team determined no assistance due to veh being 3 years outside of warr; apologized.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 201016500084

Customer

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

Service Request

Service Request #:	201016500084
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	6/14/2010 09:16AM
Created By:	Robison, Kate
Rep Assigned:	Robison, Kate
Date Assigned:	6/14/2010 09:17AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/14/2010 09:18AM
Close Rep:	Robison, Kate
Issue Note:	cci to see if BMWNA is doing anything about steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 3.0i
Mileage:	44,000
Sale:	06/26/03
In Service Date:	06/26/03
Production Date:	06/05/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV03	WARRANTY ELIGIBILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/14/2010	writer adv no open recalls or warranty extensions on steering components, adv repairs would be customer responsibility.

Attachments

File Name	Comments

Customer Service Request Detail # 201016500084

Activity Status:	Done	Activity Updated:	6/14/2010 09:18AM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	6/14/2010 09:17AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	cci to see if BMWNA is doing anything about steering issue. cust stts he is worried steering will lock up and he will >>		
Note Created: 6/14/2010 09:17AM		Note Created By: Robison, Kate	Note Type: Customer Interaction
hit a mailbox, curb, car or child. writer adv no open recalls or warranty extensions on steering components, adv repairs would be customer responsibility.			

Customer Service Request Detail # 201017200621

Customer

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

Service Request

Service Request #:	201017200621
Brand:	BMW
Type:	Inquiry
Source:	Phone
Current Status:	Closed
Date Opened:	6/21/2010 01:00PM
Created By:	Riaz, Mediha
Rep Assigned:	Riaz, Mediha
Date Assigned:	6/21/2010 01:01PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/21/2010 01:02PM
Close Rep:	Riaz, Mediha
Issue Note:	steering inquiry

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2003
Model:	Z4 roadster 2.5i
Mileage:	
Sale:	08/30/03
In Service Date:	08/30/03
Production Date:	08/28/03

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Created	Solution
6/21/2010	wrtr/no open recalls, have BMW dlrship diagnose the veh

Attachments

File Name	Comments

Customer Service Request Detail # 201017200621

Activity Status:	Done	Activity Updated:	6/21/2010 01:02PM
Activity Type	Customer Interaction	Activity Updated By:	Riaz, Mediha
Activity Assigned To:	Riaz, Mediha	Email From:	
Activity Created:	6/21/2010 01:01PM	Email To:	
Activity Created By:	Riaz, Mediha		
Activity Description:	cci/stating tough to Steering, tough to bring the steering back to org position. wrtr/no open recalls, have BMW dlrship diagnose the veh		
Note Created:	Note Created By:	Note Type:	