

Customer Service Request Detail # 200420800119

Customer

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

Service Request

Service Request #:	200420800119
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/26/04 10:20AM
Created By:	Calabro, Brian
Rep Assigned:	Calabro, Brian
Date Assigned:	7/26/04 10:20AM
Assigned Dealer:	
Identified Dealer:	MINI of Manhattan
Date Resolved:	
Resolve Rep:	
Date Closed:	7/27/04 10:16AM
Close Rep:	Calabro, Brian
Issue Note:	Cust adv that her Mini lost power while exiting the freeway

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	3,300
Sale:	01/24/04 12:00 AM
In Service Date:	12/29/03 12:00 AM
Production Date:	11/13/03 12:00 AM

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

Solution
Customer said she went into MINI of Manhattan this morning and was told that car would be fixed at no charge to her. She said there is nothing further I have to do, but she is still upset that it is taking so long to fix the car. She will work with deal

Attachments

File Name	Comments

Customer Service Request Detail # 200420800119

Activity Status:	Done	Activity Updated:	7/26/04 10:32AM
Activity Type	Customer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	7/26/04 10:21AM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	Cust adv that her Mini lost power while exiting the freeway		
Note Created: 7/26/04 10:21AM		Note Created By: Calabro, Brian	
Note Type: Customer Interaction			
Cust adv that she was exiting the freeway and her Mini inadvertently lost power and shut down. Cust was able to get over to the side of the road with the help of some other motorists who pushed her off to the side of the street. Cust had vehicle taken to Mini of Manhattan for repair. Cust purchased from Tate Mini and is original owner. Cust adv that she spoke with a tech at Mini of Manhattan and they adv her that the rack & pinion system in the vehicle was making it dangerous. [REDACTED] er adv that he would follow up with the center and get more info. Cust # - cel [REDACTED]			
Activity Status:	Done	Activity Updated:	7/26/04 11:08AM
Activity Type	Dealer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	7/26/04 11:08AM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	Lft msge with Omar (serv adv)		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/26/04 03:26PM
Activity Type	Customer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	7/26/04 03:19PM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	spoke to cust		
Note Created: 7/26/04 03:20PM		Note Created By: Calabro, Brian	
Note Type: Customer Interaction			
cust adv that she looked at the vehicle at the center with Fernando Maldonado (serv mgr) and Omar Paris (serv adv) and they adv that the rear axle was bent and there is other structural damage. Feranando direct line - 212-314-9705			
Activity Status:	Done	Activity Updated:	7/26/04 03:41PM
Activity Type	Dealer Interaction	Activity Updated By:	Calabro, Brian
Activity Assigned To:	Calabro, Brian	Email From:	
Activity Created:	7/26/04 03:24PM	Email To:	
Activity Created By:	Calabro, Brian		
Activity Description:	Lft msge with Fernando Maldonado		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200420800119

Activity Status:	Done	Activity Updated:	7/26/04 06:22PM
Activity Type	Customer Interaction	Activity Updated By:	Cervi, Nicholas
Activity Assigned To:	Cervi, Nicholas	Email From:	
Activity Created:	7/26/04 06:19PM	Email To:	
Activity Created By:	Cervi, Nicholas		
Activity Description:	Customer called back looking for more info.		
Note Created: 7/26/04 06:19PM		Note Created By: Cervi, Nicholas	
Note Type: Customer Interaction			
<p>Talked to customer and informed her that I would look into the situation. She doesn't know why car is not being repaired at this point. I informed her that B. Calabro has left messages for the dealer and we are waiting to hear back from them. We called the dealer again and were unable to contact either Fernando or Omar. I told customer we have left messages for both [REDACTED] ce we talked to Mini of Manhattan. Home # [REDACTED]</p>			
Activity Status:	Done	Activity Updated:	7/27/04 10:16AM
Activity Type	Customer Interaction	Activity Updated By:	Dielman, Rachel
Activity Assigned To:	Dielman, Rachel	Email From:	
Activity Created:	7/27/04 09:52AM	Email To:	
Activity Created By:	Dielman, Rachel		
Activity Description:	cust called for Brian, CR.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/27/04 10:03AM
Activity Type	Customer Interaction	Activity Updated By:	Cervi, Nicholas
Activity Assigned To:	Cervi, Nicholas	Email From:	
Activity Created:	7/27/04 10:01AM	Email To:	
Activity Created By:	Cervi, Nicholas		
Activity Description:	Customer called back after talking to dealer.		
Note Created: 7/27/04 10:01AM		Note Created By: Cervi, Nicholas	
Note Type: Customer Interaction			
<p>Customer said she went into MINI of Manhattan this morning and was told that car would be fixed at no charge to her. She said there is nothing further I have to do, but she is still upset that it is taking so long to fix the car. She will work with dealer to get repairs made.</p>			

Customer Service Request Detail # 200711303526

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	
In Service Date:	
Production Date:	08/26/04 12:00 AM

Service Request

Service Request #:	200711303526
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/23/07 02:22PM
Created By:	Shoemaker, Amy
Rep Assigned:	Shoemaker, Amy
Date Assigned:	4/23/07 02:22PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/23/07 02:25PM
Close Rep:	Shoemaker, Amy
Issue Note:	cust stts steering locked up and veh can't be driven, req RA

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

Solution
writer apologized for inconvenience and advs a complaint would be filed. Writer warn trans to RA for additional assistance.

Attachments

File Name	Comments

Customer Service Request Detail # 200711303526

Activity Status:	Done	Activity Updated:	4/23/07 02:24PM
Activity Type	Customer Interaction	Activity Updated By:	Shoemaker, Amy
Activity Assigned To:	Shoemaker, Amy	Email From:	
Activity Created:	4/23/07 02:23PM	Email To:	
Activity Created By:	Shoemaker, Amy		
Activity Description:	cust stts steering locked up and veh can't be driven, req RA		
Note Created: 4/23/07 02:24PM		Note Created By: Shoemaker, Amy	
Note Type: Customer Interaction			
cust stts about 2 weeks ago the same issue ocured, cust stts she had to pull to the side of the road b/c she couldn't drive the veh and didn't feel safe.			
Activity Status:	Done	Activity Updated:	4/23/07 02:24PM
Activity Type	Corporate Interaction	Activity Updated By:	Shoemaker, Amy
Activity Assigned To:	Shoemaker, Amy	Email From:	
Activity Created:	4/23/07 02:24PM	Email To:	
Activity Created By:	Shoemaker, Amy		
Activity Description:	advs RA rep of customer's request.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200714300578

Customer

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

Service Request

Service Request #:	200714300578
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	5/23/07 09:12AM
Created By:	Coriell, Adam
Rep Assigned:	Coriell, Adam
Date Assigned:	5/23/07 09:12AM
Assigned Dealer:	
Identified Dealer:	MINI of the Hamptons(31-DEC-2010)
Date Resolved:	
Resolve Rep:	
Date Closed:	5/25/07 04:30PM
Close Rep:	Coriell, Adam
Issue Note:	Customer is having steering issue where the steering goes in and out.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	46,624
Sale:	01/14/04 12:00 AM
In Service Date:	01/14/04 12:00 AM
Production Date:	12/08/03 12:00 AM

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

Solution
Writer lm for chris sa to contact customer to make a service appt (only vm i could get for mini service no had picked up the phone

Attachments

File Name	Comments

Customer Service Request Detail # 200714300578

Activity Status:	Done	Activity Updated:	5/23/07 10:02AM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/23/07 09:14AM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Customer is having steering issue where the steering goes in and out.		
Note Created: 5/23/07 09:14AM		Note Created By: Coriell, Adam	Note Type: Customer Interaction
The dealer will not call the customer back and the car has been down two weeks.			
Activity Status:	Done	Activity Updated:	5/23/07 10:00AM
Activity Type	Dealer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/23/07 10:00AM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Lm for fritz sa		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/24/07 11:00AM
Activity Type	Dealer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/24/07 10:53AM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	chris sa doesnt know if the vehicle is there		
Note Created: 5/24/07 10:54AM		Note Created By: Coriell, Adam	Note Type: Dealer Interaction
Activity Status:	Done	Activity Updated:	5/24/07 06:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/24/07 06:23PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Dealer lm that they have no record of car.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/25/07 04:22PM
Activity Type	Customer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/25/07 04:22PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Writer spoke with customer and customer would like the vehicle appt arranged and for the dealer to contact him		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200714300578

Activity Status:	Done	Activity Updated:	5/25/07 04:28PM
Activity Type	Dealer Interaction	Activity Updated By:	Coriell, Adam
Activity Assigned To:	Coriell, Adam	Email From:	
Activity Created:	5/25/07 04:28PM	Email To:	
Activity Created By:	Coriell, Adam		
Activity Description:	Writer lm for chris sa to contact the customer to make an appt to come in		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200730604187

Customer

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

Service Request

Service Request #:	200730604187
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	11/2/07 07:45PM
Created By:	Schafer, Darci
Rep Assigned:	Schafer, Darci
Date Assigned:	11/2/07 07:45PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	11/2/07 07:50PM
Close Rep:	Schafer, Darci
Issue Note:	cci upset damage from 6/06 accident has not been completed.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	06/11/04 12:00 AM
In Service Date:	06/11/04 12:00 AM
Production Date:	05/15/04 12:00 AM

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

Solution
Writer apologized and advised nothing more can be done.

Attachments

File Name	Comments

Customer Service Request Detail # 200730604187

Activity Status:	Done	Activity Updated:	11/2/07 07:49PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	11/2/07 07:46PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci upset damage from 6/06 accident has not been completed.		
Note Created: 11/2/07 07:46PM		Note Created By: Schafer, Darci	Note Type: Customer Interaction
Cust states State Farm will not come out and authorize additional repairs. Adjustor from 6/06 is not the same adjustor. Cust wrote letter to State Farm Corp office.			

Customer Service Request Detail # 200801603823

Customer

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

Service Request

Service Request #:	200801603823
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	1/16/08 05:52PM
Created By:	Schafer, Darci
Rep Assigned:	Schafer, Darci
Date Assigned:	1/16/08 05:52PM
Assigned Dealer:	Classic MINI
Identified Dealer:	Classic MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	1/16/08 05:59PM
Close Rep:	Schafer, Darci
Issue Note:	cci due to veh's power steering going out. Cust states will be out of town til last week January.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	06/03/05 12:00 AM
In Service Date:	06/03/05 12:00 AM
Production Date:	04/28/05 12:00 AM

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

Solution
Writer apologized. Writer closing pending call back from customer

Attachments

File Name	Comments

Customer Service Request Detail # 200801603823

Activity Status:	Done	Activity Updated:	1/16/08 05:58PM
Activity Type	Customer Interaction	Activity Updated By:	Schafer, Darci
Activity Assigned To:	Schafer, Darci	Email From:	
Activity Created:	1/16/08 05:56PM	Email To:	
Activity Created By:	Schafer, Darci		
Activity Description:	cci due to veh's power steering going out. Cust states will be out of town til last week January.		
Note Created: 1/16/08 05:57PM		Note Created By: Schafer, Darci	Note Type: Customer Interaction
Cust states will contact writer once takes veh back to dealer. Cust states veh has been in shop too many times.			

Customer Service Request Detail # 200802101438

Customer

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

Service Request

Service Request #:	200802101438
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	1/21/08 11:24AM
Created By:	Davis, Allison
Rep Assigned:	Davis, Allison
Date Assigned:	1/21/08 11:24AM
Assigned Dealer:	
Identified Dealer:	Baron MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	1/21/08 11:27AM
Close Rep:	Davis, Allison
Issue Note:	Cust stts steering rack went out on vehicle - upset about situation.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	83,000
Sale:	10/20/03 12:00 AM
In Service Date:	10/20/03 12:00 AM
Production Date:	09/12/03 12:00 AM

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

Solution
Adv cust would document concerns for her. Adv to double chk with dlr to make sure rep was inspecting part.

Attachments

File Name	Comments

Customer Service Request Detail # 200802101438

Activity Status:	Done	Activity Updated:	1/21/08 11:26AM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	1/21/08 11:24AM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Cust stts steering rack went out on vehicle - upset about situation.		
Note Created: 1/21/08 11:24AM		Note Created By: Davis, Allison	Note Type: Customer Interaction
Cust stts that asked dlr to keep part so rep could look at part. Cust stts dlr told her a rep was coming towards the end of the month. Adv cust would document concerns for her, and adv good that rep is inspecting part at dealer.			

Customer Service Request Detail # 200830202259

Customer

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

Service Request

Service Request #:	200830202259
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	10/28/08 02:12PM
Created By:	Stumm, Brandi
Rep Assigned:	Radis, Allison
Date Assigned:	10/29/08 11:57AM
Assigned Dealer:	
Identified Dealer:	MINI of Pittsburgh
Date Resolved:	
Resolve Rep:	
Date Closed:	10/29/08 06:00PM
Close Rep:	Radis, Allison
Issue Note:	Cust seeks assistance with power steering module replacement. Veh out of warranty.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	69,000
Sale:	06/28/04 12:00 AM
In Service Date:	06/28/04 12:00 AM
Production Date:	06/03/04 12:00 AM

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

Solution
writer spoke with SM who agreed to consider a goodwill offer. writer attempted to call cust but was unable bc cust phone # was not up to date. writer sent cust a letter for follow up.

Attachments

File Name	Comments
Bugaile - Customer Letter (Letter to Ms. Bugaile (Archi	

Customer Service Request Detail # 200830202259

Activity Status:	Done	Activity Updated:	10/28/08 02:16PM
Activity Type	General	Activity Updated By:	Stumm, Brandi
Activity Assigned To:	Stumm, Brandi	Email From:	
Activity Created:	10/28/08 02:15PM	Email To:	
Activity Created By:	Stumm, Brandi		
Activity Description:	Cust seeks assistance with power steering module replacement. Veh out of warranty.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/29/08 12:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Radis, Allison
Activity Assigned To:	Radis, Allison	Email From:	
Activity Created:	10/29/08 12:18PM	Email To:	
Activity Created By:	Radis, Allison		
Activity Description:	writer spoke with SM. SM agreed to goodwill the power steering repair. >		
Note Created: 10/29/08 12:19PM		Note Created By: Radis, Allison	
		Note Type: Dealer Interaction	
Sm also stated that he wishes the cust would contact him before contacting CR. SM noted that he probably would have done self auth without any consultation from CR since the vehicle is low mileage and so close to warranty expiration.			
Activity Status:	Done	Activity Updated:	10/29/08 12:21PM
Activity Type	Customer Interaction	Activity Updated By:	Radis, Allison
Activity Assigned To:	Radis, Allison	Email From:	
Activity Created:	10/29/08 12:21PM	Email To:	
Activity Created By:	Radis, Allison		
Activity Description:	writer called cust. phone number was temporarily unavailable. writer will callback later		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/29/08 01:39PM
Activity Type	Customer Interaction	Activity Updated By:	Radis, Allison
Activity Assigned To:	Radis, Allison	Email From:	
Activity Created:	10/29/08 01:39PM	Email To:	
Activity Created By:	Radis, Allison		
Activity Description:	writer called cust....a person explained that writer called the wrong number.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/29/08 05:58PM
Activity Type	Customer Interaction	Activity Updated By:	Radis, Allison
Activity Assigned To:	Radis, Allison	Email From:	
Activity Created:	10/29/08 05:57PM	Email To:	
Activity Created By:	Radis, Allison		
Activity Description:	writer wrote cust a letter informing her of SM decision to review issue further>		
Note Created: 10/29/08 05:58PM		Note Created By: Radis, Allison	
		Note Type: Customer Interaction	

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 200830202259

writer also explained in letter that BMW CR does not currently have an up to date phone number on file.	
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Customer Service Request Detail # 200906903322

Customer

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

Service Request

Service Request #:	200906903322
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	3/10/09 03:43PM
Created By:	Greer, Ryan
Rep Assigned:	Greer, Ryan
Date Assigned:	3/12/09 01:04PM
Assigned Dealer:	Prestige MINI
Identified Dealer:	Prestige MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	3/12/09 04:23PM
Close Rep:	Greer, Ryan
Issue Note:	new owners b/f ci to discuss gw for power steer pump

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	72,000
Sale:	03/05/05 12:00 AM
In Service Date:	02/28/05 12:00 AM
Production Date:	02/03/05 12:00 AM

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

Solution
wtr advsd cust b/f that owner needs to contact
wtr advsd cust b/f that owner needs to contact
wtr advsd cust to get repair break down and call rep back
wtr advsd cust to get repair break down and call rep back
wtr advsd cust to get repair break down and call rep back
wtr advsd cust to get repair break down and call rep back
wtr advsd cust to get repair break down and call rep back

Attachments

File Name	Comments

Customer Service Request Detail # 200906903322

Activity Status:	Done	Activity Updated:	3/10/09 03:44PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/10/09 03:43PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	new owners b/f ci to discuss gw for power steer pump		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/11/09 03:50PM
Activity Type	Customer Interaction	Activity Updated By:	Langenbahn, John
Activity Assigned To:	Langenbahn, John	Email From:	
Activity Created:	3/11/09 03:50PM	Email To:	
Activity Created By:	Langenbahn, John		
Activity Description:	cci for Ryan, wrtr adv n/a and offered VM, cust declined		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/12/09 10:26AM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/12/09 10:26AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	cust lvm		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/12/09 10:26AM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/12/09 10:26AM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	tt cust- cust sttd pwr steer pump and fan need replaced. costing\$		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/12/09 01:00PM
Activity Type	Customer Interaction	Activity Updated By:	Flory, Dan
Activity Assigned To:	Flory, Dan	Email From:	
Activity Created:	3/12/09 01:00PM	Email To:	
Activity Created By:	Flory, Dan		
Activity Description:	Wrtr xfered to Ryan G.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200906903322

Activity Status:	Done	Activity Updated:	3/12/09 01:01PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/12/09 01:01PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	tt cust's b/f - advsd cust that rep already spk to owner and owner is getting service breakdown for repairs. cust thanked		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/12/09 04:23PM
Activity Type	Customer Interaction	Activity Updated By:	Greer, Ryan
Activity Assigned To:	Greer, Ryan	Email From:	
Activity Created:	3/12/09 04:20PM	Email To:	
Activity Created By:	Greer, Ryan		
Activity Description:	tt cust- cust sttd the veh needs pwr steer pump needs replcd- \$1100.00 tax		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200907901918

Customer

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

Service Request

Service Request #:	200907901918
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	3/20/09 03:12PM
Created By:	Mcgrew, Christa
Rep Assigned:	Mcgrew, Christa
Date Assigned:	3/20/09 03:12PM
Assigned Dealer:	
Identified Dealer:	Moritz MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	3/27/09 04:20PM
Close Rep:	Mcgrew, Christa
Issue Note:	Customer having issue with power steering, looking for assistance.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	21,227
Sale:	05/12/05 12:00 AM
In Service Date:	05/12/05 12:00 AM
Production Date:	01/08/05 12:00 AM

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

Solution
req additional information. Customer confirmed repairs were completed and covered under warranty.

Attachments

File Name	Comments

Customer Service Request Detail # 200907901918

Activity Status:	Done	Activity Updated:	3/20/09 03:14PM
Activity Type	Email - Inbound	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	[REDACTED]
Activity Created:	3/20/09 10:53AM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	How can I get one		
Note Created:	Note Created By:	Note Type:	
		First name: Charles Last name: Kinloch question/comment: I have 2005 MINI Cooper with power steering problem. BMW/Mini is not interested in problem and cannot be reached for technical help. Their attitude is enough to make me want to sell the Mini and buy a car from a manufacturer that cares.	
Activity Status:	Done	Activity Updated:	3/20/09 03:14PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Mcgrew, Christa	Emal From:	MINLAssistance@askMINIUSA.COM
Activity Created:	3/20/09 03:12PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Your MINI Inquiry [1-959188846]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200907901918

[REDACTED]

[REDACTED]

Thanks for writing MINI. I was sorry to read of your concerns with the power steering. I would be happy to assist with your situation. However, I would need some additional information. Please respond with the following information:
-Vehicle Identification Number (VIN)
-Mileage on vehicle
-Dealer that you are working with
-Brief description of the problem you are experiencing

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Christa McGrew
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

-----Original Message-----
From: [REDACTED]
Sent: 3/20/2009 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one

First [REDACTED]
Last name [REDACTED]

question/comment:
I have 2005 MINI Cooper with power steering problem. BMW/Mini is not interested in problem and cannot be reached for technical help. Their attitude is enough to make me want to sell the Mini and buy a car from a manufacturer that cares.

Activity Status:	Done	Activity Updated:	3/24/09 06:18PM
Activity Type	Email - Inbound	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	[REDACTED]
Activity Created:	3/23/09 07:31PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your MINI Inquiry [1-959188846		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200907901918

VIN: WMWRC334051 [REDACTED]
MILEAGE 21227
Dealer: Now talking to Moritz Mini in Arlington (BMW Mini of Dallas will not respond!).
Problem : While driving at about 20MPH and beginning right turn power steering failed!
After waiting 20 minutes with engine off, power steering is now working. Have appointment at Moritz Mini on March 27.

I understand that this is a very common occurrence with the Mini family! When we called BMW/Mini of Dallas, we could not reach any service manager after 30 minutes of trying, not an unusual occurrence with BMW/Mini!

BMW/Mini is the original dealer. When we purchase car new, we purchased additional year of service for \$600. Last July we inquired about the status of extra year and were told it does not exist! When asked for refund we were told to prove we purchased additional year. We finally received check for \$600, since we financed the purchase, they told to eat the interest. BMW/Mini needs to be removed from your dealer list.

Thank you for response.

-----Original Message-----
[REDACTED]@askMINIUSA.COM

Sent: Fri, 20 Mar 2009 2:14 pm
Subject: Your MINI Inquiry [1-959188846]

[REDACTED]
Thanks for writing MINI. I was sorry to read of your concerns with the power steering.

I would be happy to assist with your situation. However, I would need some additional information. Please respond with the following information:

- Vehicle Identification Number (VIN)
- Mileage on vehicle
- Dealer that you are working with
- Brief description of the problem you are experiencing

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Christa McGrew
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 3/20/2009 12:00:00 PM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one

[REDACTED]
question/comment:
I have 2005 MINI Cooper with power steering problem. BMW/Mini is not interested in problem and cannot be reached for technical help. Their attitude is enough to make me want to sell the Mini and buy a car from a manufacturer that ...

Customer Service Request Detail # 200907901918

...	... cares.
	Job Hunting? Start with the companies that posted job openings this week< http://jobs.aol.com/gallery/5-companies?ncid=emlweuscare00000002 >.
Activity Status: Done	Activity Updated: 3/25/09 04:21PM
Activity Type: Email - Outbound	Activity Updated By: Mcgrew, Christa
Activity Assigned To: Mcgrew, Christa	Emal From: MINLAssistance@askMINIUSA.COM
Activity Created: 3/24/09 06:17PM	Email To:
Activity Created By: Mcgrew, Christa	
Activity Description: RE: Your MINI Inquiry [1-959188846 [1-961615696]	
Note Created:	Note Created By:
	Note Type:

Customer Service Request Detail # 200907901918

Thanks for your reply.

I will be in touch with MINI of Dallas on March 27 to work with them while the vehicle is in for service. If you have any questions in the meantime please feel free to contact me directly. I will be in touch with you on Friday with any information I have available from the dealer.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR
Christa McGre
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 3/24/2009 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-959188846]

VIN: WMWRC33405 [REDACTED]
MILEAGE 21227

Dealer: Now talking to Moritz Mini in Arlington (BMW Mini of Dallas will not respond!).
Problem : While driving at about 20MPH and beginning right turn power steering failed!
After waiting 20 minutes with engine off, power steering is now working. Have appointment at Moritz Mini on march 27.

I understand that this is a very common occurrence with the Mini family! When we called BMW/mini of Dallas, we could not reach any service manager after 30 minutes of trying, not an unusual occurrence with BMW/Mini!

BMW/Mini is the original dealer. When we purchase car new, we purchased additional year of service for \$600. Last July we inquired about the status of extra year and were told it does not exist! When asked for refund we were told to prove we purchased additional year. We finally received check for \$600, since we financed the purchase, they told to eat the interest. BMW/Mini needs to be removed from your dealer list.

Thank you for response.

-----Original

[REDACTED]
[REDACTED] 2:14 pm
Subject: Your MINI Inquiry [1-959188846]

Hi [REDACTED]

Thanks for writing MINI. I was sorry to read of your concerns with the power steering.

I would be happy to assist with your situation. However, I would need some additional information. Please respond with the following information:

- Vehicle Identification Number (VIN)
- Mileage on vehicle
- Dealer that you are working with
- Brief description of the problem you are ...

Customer Service Request Detail # 200907901918

... experiencing

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Christa McGrew
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 3/27/09 11:19 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one [REDACTED]

question/comment:
I have 2005 MINI Cooper with power steering problem. BMW/Mini is not interested in problem and cannot be reached for technical help. Their attitude is enough to make me want to sell the Mini and buy a car from a manufacturer that cares.

Job Hunting? Start with the companies that posted job openings this week<<http://jobs.aol.com/gallery/5-companies?ncid=emlweuscare00000002>>.

Activity Status:	Done	Activity Updated:	3/27/09 11:19AM
Activity Type	Email - Inbound	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	[REDACTED]
Activity Created:	3/26/09 08:25PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your MINI Inquiry [1-959188846 [1-961615696		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200907901918

Mini of Dallas is not an option! I will be at Moritz Mini in Arlington on March 27. Mini of Dallas has lost any chance of this customer returning!

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

nce@askMINIUSA.COM

Sent: Wed, 25 Mar 2009 11:46 pm
Subject: RE: Your MINI Inquiry [1-959188846 [1-961615696]

Hi [REDACTED]

Thanks for your reply.

I will be in touch with MINI of Dallas on March 27 to work with them while the vehicle is in for service. If you have any questions in the meantime please feel free to contact me directly. I will be in touch with you on Friday with any information I have available from the dealer.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Christa McGrew
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From [REDACTED]
Sent: [REDACTED]
To: miniassist
<MINI.Assistance@askminiusa.com<mailto:MINI.Assistance@askminiusa.com>>
Subject: Your MINI Inquiry [1-959188846

VIN: WMWRC334051 [REDACTED]
MILEAGE 21227

Dealer: Now talking to Moritz Mini in Arlington (BMW Mini of Dallas will not respond!).

Problem : While driveing at about 20MPH and beginning right turn power steering failed! After waiting 20 minutes with engine off, power steering is noiw working. Have appointment at Moritz Mini on march 27.

I understand that this is a very common occurrence with the Mini family! When we called BMW/mini of Dallas, we could not reach any service manager after 30 minutes of trying, not an unusual occerance with BMW/Mini!

BMW/Mini is the original dealer. When we purchase car new, we purchased additional year of service for \$600. Last July we inquired about the status of extra year and were told it does not exist! When asked for refund we were told to prove we purchased additional year. We finally recived check for \$600, since we financed the purchase, they told to eat the interest. BMW/Mini needs to be removed from your dealer list.

Thank you for response.

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

From: MINI.Assistance@askMINIUSA.COM<mailto:MINI.Assistance@askMINIUSA.COM>
...

Customer Service Request Detail # 200907901918

...	<p>... To: [REDACTED] > Sent: [REDACTED] Subject: Your MINI Inquiry [1-959188846]</p> <p>H [REDACTED]</p> <p>Thanks for writing MINI. I was sorry to read of your concerns with the power steering.</p> <p>I would be happy to assist with your situation. However, I would need some additional information. Please respond with the following information: -Vehicle Identification Number (VIN) -Mileage on vehicle -Dealer that you are working with -Brief description of the problem you are experiencing</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Christa McGrew MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 3 To: miniassist <MINI.Assistance@askminiusa.com<mailto:MINI.Assistance@askminiusa.com>> Subject: How can I get one</p> <p>First [REDACTED] Last name: Kimoch</p> <p>question/comment: I have 2005 MINI Cooper with power steering problem. BMW/Mini is not interested in problem and cannot be reached for technical help. Their attitude is enough to make me want to sell the Mni and buy a car from a manufacturer that cares.</p> <p>Job Hunting? Start with the companies that posted job openings this week<http://jobs.aol.com/gallery/5-companies?ncid=emlweuscare00000002>.</p> <p>Need a job? Find employment help in your area<http://yellowpages.aol.com/search?query=employment_agencies&ncid=emlweusyelp00000002>.</p>
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Customer Service Request Detail # 200907901918

Activity Status:	Done	Activity Updated:	3/27/09 01:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/27/09 01:29PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for Pachis, SM, requesting return call at earliest convenience.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/27/09 02:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/27/09 02:24PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for Pachis, requesting return call.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/27/09 04:01PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/27/09 04:01PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Pachis called wtr back and LVM, requesting return call to cell # 817.360.5106		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/27/09 04:04PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/27/09 04:04PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	Pachis advsd vehicle was still under warranty and repairs have been completed and customer has picked up the vehicle.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/27/09 04:07PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgreg, Christa
Activity Assigned To:	Mcgreg, Christa	Email From:	
Activity Created:	3/27/09 04:07PM	Email To:	
Activity Created By:	Mcgreg, Christa		
Activity Description:	wtr called and LVM for customer requesting return call		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200907901918

Activity Status:	Done	Activity Updated:	3/27/09 04:18PM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	3/27/09 04:18PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cust called in and confirmed repairs were completed. thanked wtr for assistance.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200910300105

Customer

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

Service Request

Service Request #:	200910300105
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/13/09 09:23AM
Created By:	Gillum, Aaron
Rep Assigned:	Gillum, Aaron
Date Assigned:	4/13/09 09:23AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/13/09 09:25AM
Close Rep:	Gillum, Aaron
Issue Note:	cci stng power steering going out intermittently

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	51,000
Sale:	05/28/04 12:00 AM
In Service Date:	05/28/04 12:00 AM
Production Date:	05/07/04 12:00 AM

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

Solution
Wtr advsd that we cannot speak of goodwill until problem diagnosed by dlr

Attachments

File Name	Comments

Customer Service Request Detail # 200910300105

Activity Status:	Done	Activity Updated:	4/13/09 09:24AM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	4/13/09 09:23AM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Cust stts not diagnosed. Wrtr advsd that we cannot speak of goodwill until problem diagnosed by dlr>>		
Note Created: 4/13/09 09:24AM		Note Created By: Gillum, Aaron	Note Type: Customer Interaction
Wrtr advsd cust to speak with SrvcM regarding his issues to see if any assistance can be offered.			

Customer Service Request Detail # 200914700214

Customer

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

Service Request

Service Request #:	200914700214
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	5/27/09 10:13AM
Created By:	Moore, Cody
Rep Assigned:	Moore, Cody
Date Assigned:	5/27/09 10:14AM
Assigned Dealer:	Lauderdale MINI
Identified Dealer:	Lauderdale MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	5/28/09 06:19PM
Close Rep:	Moore, Cody
Issue Note:	cust. sts. power steering caused puddle, now has issue with repeat repair;

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	44,000
Sale:	08/18/04 12:00 AM
In Service Date:	08/18/04 12:00 AM
Production Date:	07/19/04 12:00 AM

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

Solution
wrtr. advd. cust. that dealer is providing g/w asst on steering issues; cust. said thank you, but sttd. he felt he would not have issue in his honda; no 2nd number available;

Attachments

File Name	Comments

Customer Service Request Detail # 200914700214

Activity Status:	Done	Activity Updated:	5/27/09 10:15AM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/27/09 10:14AM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	cust. stts. power steering caused puddle, now has issue with repeat repair;		
Note Created: 5/27/09 10:14AM		Note Created By: Moore, Cody	Note Type: Customer Interaction
found an oil pan gasket leak, also found leak on return line on power steering; cust. drove vehicle home and there is a huge puddle of oil in the vehicle; then the vehicle is towed back to bmw dealer, going to be another \$290 on hose (second repair) on another power steering related repair;			
Activity Status:	Done	Activity Updated:	5/27/09 06:07PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/27/09 06:05PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wtr sm, Todd Hoeming, 954 335 0274; lvm requesting call back;		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	5/28/09 05:39PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/28/09 05:39PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	Todd, sm, stts. will g/w the repairs for power steering fan and hose;		
Note Created: 5/28/09 05:39PM		Note Created By: Moore, Cody	Note Type: Dealer Interaction
todd, sm, stts vehicle needs power steering fan and needs hose; when vehicle came in first time they felt that could be just the part they originally placed, turns out more needed to be done, but it was not apparent at that time; Todd, sm, will g/w these repairs;			
Activity Status:	Done	Activity Updated:	5/28/09 06:19PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/28/09 06:16PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wtr. advd. cust. that dealer is providing g/w asst on steering issues; cust. said thank you, but sttd. he felt he would not have issue in his honda		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200918301018

Customer

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

Service Request

Service Request #:	200918301018
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/2/09 04:48PM
Created By:	Miller, Dan
Rep Assigned:	Miller, Dan
Date Assigned:	7/2/09 04:49PM
Assigned Dealer:	
Identified Dealer:	Bill Jacobs MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/2/09 04:53PM
Close Rep:	Miller, Dan
Issue Note:	cci-has had power steering issues & if there were any open recalls.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	65,000
Sale:	08/19/05 12:00 AM
In Service Date:	01/19/05 12:00 AM
Production Date:	10/25/04 12:00 AM

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
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Solution
wtrr told cust that he would have to take the car to the dealer for a diagnosis. & there are no recalls on this car.

Attachments

File Name	Comments

Customer Service Request Detail # 200918301018

Activity Status:	Done	Activity Updated:	7/2/09 04:50PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	7/2/09 04:49PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-has had power steering issues.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200919501332

Customer

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

Service Request

Service Request #:	200919501332
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/14/09 08:10PM
Created By:	Steed, Trista
Rep Assigned:	Simon, William
Date Assigned:	7/21/09 10:40AM
Assigned Dealer:	Northwest MINI
Identified Dealer:	Northwest MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/22/09 03:18PM
Close Rep:	Simon, William
Issue Note:	Cust requesting GW on \$2,000 repair on power steering pump ect.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	59,000
Sale:	01/14/05 12:00 AM
In Service Date:	01/14/05 12:00 AM
Production Date:	12/14/04 12:00 AM

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	ENGINE - INTERNAL & EXTERNA	1141	ENGINE - OIL SYSTEM - PUMP, FILTER, COOLER

Solution Notes

Solution
adv no GW replacement of power steering pump

Attachments

File Name	Comments

Customer Service Request Detail # 200919501332

Activity Status:	Done	Activity Updated:	7/14/09 08:21PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/14/09 08:11PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Cust requesting GW on \$2,000 repair on power steering pump ect.		
Note Created: 7/14/09 08:20PM		Note Created By: Steed, Trista	
Note Type: Customer Interaction			
Writer adv no promises on GW but will contact dealer and look into situation. Writer explained case work process and what will happen if have to escalate case. Writer adv will contact dealer tomorrow and will call cust on Thursday w/update.			
Activity Status:	Done	Activity Updated:	7/15/09 02:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/15/09 02:34PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer lm for Terry.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/16/09 11:55AM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/16/09 11:53AM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Kyle ci, states that cust didn't purchase veh there hasn't spent any money at dealer, veh shows 7,000 miles past due on oil change, veh in bad shape,>		
Note Created: 7/16/09 11:54AM		Note Created By: Steed, Trista	
Note Type: Dealer Interaction			
wrecked in back. Kyle states doesn't support GW assistance on repair.			
Activity Status:	Done	Activity Updated:	7/16/09 12:41PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/16/09 12:41PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer lm for cust adv escalating case.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/21/09 10:29AM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/21/09 10:29AM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Terry from Northwest lm, adv happy escalating, just let know what they need to do.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200919501332

Activity Status: Done		Activity Updated: 7/22/09 03:13PM	
Activity Type: Market Liaison Escalation		Activity Updated By: Simon, William	
Activity Assigned To: Simon, William		Email From:	
Activity Created: 7/21/09 10:39AM		Email To:	
Activity Created By: Steed, Trista			
Activity Description: Writer emailed Billy, see notes.			
Note Created: 7/21/09 10:39AM		Note Created By: Steed, Trista	
Note Type: Market Liaison Escalation			
<p>Billy,</p> <p>Let me know if you need further information on this case. Dealer has customer in a loaner vehicle and are anxious to get our answer so they can get the loaner back. Thanks for your help!!</p> <p>Customer's Name: [REDACTED] VIN: WMWRE334X5 [REDACTED] In-Service Date: 1/14/2003 Current Miles: 59,000 Center Name: Northwest MINI Service Request Number: 200919501332</p> <p>CUSTOMER ISSUE: Customer states has to have power steering pump needs replaced.</p> <p>CUSTOMER'S REQUEST: Customer is requesting assistance in repair.</p> <p>CENTER COMMENTS: Kyle, Service Manager of Northwest MINI states that the customer didn't purchase vehicle there and hasn't spent any money at dealer. Vehicle shows 7,000 miles past due on oil change, vehicle is in bad shape and is wrecked in back. Kyle states doesn't support GW assistance on repair.</p> <p>ADDITIONAL INFORMATION: Repair is approximately \$2,000. The customer states that we should offer good will assistance on repair because the power steering pump is a known issue. Dealer has customer in a loaner vehicle and are anxious to get our answer so they can get the loaner back.</p> <p>Kind Regards, Trista Steed Customer Relations and Services Specialist Telephone (614) 210-8563 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status: Done		Activity Updated: 7/21/09 11:18AM	
Activity Type: Dealer Interaction		Activity Updated By: Steed, Trista	
Activity Assigned To: Steed, Trista		Email From:	
Activity Created: 7/21/09 11:18AM		Email To:	
Activity Created By: Steed, Trista			
Activity Description: Terry lm for writer, asking what market has decided.			
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200919501332

Activity Status: Done		Activity Updated: 7/21/09 11:20AM	
Activity Type: Dealer Interaction		Activity Updated By: Steed, Trista	
Activity Assigned To: Steed, Trista		Email From:	
Activity Created: 7/21/09 11:20AM		Email To:	
Activity Created By: Steed, Trista			
Activity Description: Writer lm for Terry, adv case escalated today, may have resolution later today or tomorrow, Billy will contact to let know resolution.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/22/09 12:58PM	
Activity Type: Field Interaction		Activity Updated By: Simon, William	
Activity Assigned To: Simon, William		Email From:	
Activity Created: 7/22/09 12:57PM		Email To:	
Activity Created By: Simon, William			
Activity Description: email to MAM			
Note Created: 7/22/09 12:57PM		Note Created By: Simon, William	
		Note Type: Field Interaction	

Customer Service Request Detail # 200919501332

Hi Jeff,
 Hope all is well. We have an original owner who relocated thus has no history with Northwest MINI. Also we are getting pressure from Terry at the center to get a decision, because the customer is in their loaner. I am not sure why they haven't just called you about the case, but that is another story. Would you offer an GW assistance towards the replacement of the power steering pump? Thank you for consideration.

Customer's Name: [REDACTED]
 VIN: [REDACTED] WMMWRE334X5T [REDACTED]
 In-Service Date: 1/14/2005
 Current Miles: 59,000
 Center Name: Northwest MINI
 Service Request Number: 200919501332

CUSTOMER ISSUE: Customer states has to have power steering pump needs replaced.

CUSTOMER'S REQUEST: Customer is requesting assistance in repair.

CENTER COMMENTS: Kyle, Service Manager of Northwest MINI states that the customer didn't purchase vehicle there and hasn't spent any money at dealer. Vehicle shows 7,000 miles past due on oil change, vehicle is in bad shape and is wrecked in back. Kyle states doesn't support GW assistance on repair.

ADDITIONAL INFORMATION: Repair is approximately \$2,000. The customer states that we should offer good will assistance on repair because the power steering pump is a known issue. Dealer has customer in a loaner vehicle and are anxious to get our answer so they can get the loaner back.

Kind Regards,
 William Simon
 Customer Relations Specialist
 MINI Market Liaison
 Telephone
 (614) 789-7730
 Fax
 (614) 789-1992
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	7/22/09 03:13PM
Activity Type	Field Interaction	Activity Updated By:	Simon, William
Activity Assigned To:	Simon, William	Email From:	
Activity Created:	7/22/09 03:08PM	Email To:	
Activity Created By:	Simon, William		
Activity Description:	email from MAM		

Note Created: 7/22/09 03:08PM Note Created By: Simon, William Note Type: Field Interaction

Customer Service Request Detail # 200919501332

From: Wight Jeff, V2-US-V-3-M
Sent: Wednesday, July 22, 2009 3:06 PM
To: Simon William, SF4-US-S-1
Cc: Wight Jeff, V2-US-V-3
Subject: Northwest MINI - [REDACTED] - [REDACTED] - PS Pump

William,

Vehicle is hammered. Cracked windshield and body damage. Vehicle needs service, 7500 miles over due. Client declined service.

This does not sound like a loyal client.
No goodwill will be offered.

Cheers,

Jeff T. Wight
Area Manager - MINI
Mobile: (630) 303-0731

From: Simon William, SF4-US-S-1
To: Wight Jeff, V2-US-V-3-M
Sent: Wednesday, July 22, 2009 3:06 PM
Subject: [REDACTED] : Northwest MINI
Hi Jeff,

Hope all is well. We have an original owner who relocated thus has no history with Northwest MINI. Also we are getting pressure from Terry at the center to get a decision, because the customer is in their loaner. I am not sure why they haven't just called you about the case, but that is another story. Would you offer an GW assistance towards the replacement of the power steering pump? Thank you for consideration.

Customer's Name: [REDACTED]
VIN: [REDACTED] 4X5T [REDACTED]
In-Service Date: 1/14/2005
Current Miles: 59,000
Center Name: Northwest MINI
Service Request Number: 200919501332

CUSTOMER ISSUE: Customer states has to have power steering pump needs replaced.

CUSTOMER'S REQUEST: Customer is requesting assistance in repair.

CENTER COMMENTS: Kyle, Service Manager of Northwest MINI states that the customer didn't purchase vehicle there and hasn't spent any money at dealer. Vehicle shows 7,000 miles past due on oil change, vehicle is in bad shape and is wrecked in back. Kyle states doesn't support GW assistance on repair.

ADDITIONAL INFORMATION: Repair is approximately \$2,000. The customer states that we should offer good will assistance on repair because the power steering pump is a known issue. Dealer has customer in a loaner vehicle and are anxious to get our answer so they can get the loaner back.

Kind Regards,
William Simon
Customer Relations Specialist
MINI Market Liaison
Telephone
(614) 789-7730
...

Customer Service Request Detail # 200919501332

...		...	
Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227			
Activity Status:	Done	Activity Updated:	7/22/09 03:17PM
Activity Type	Customer Interaction	Activity Updated By:	Simon, William
Activity Assigned To:	Simon, William	Email From:	
Activity Created:	7/22/09 03:10PM	Email To:	
Activity Created By:	Simon, William		
Activity Description:	called [REDACTED] adv that I was sorry no GW on power steering pump 7,500 miles past due for main.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200920900657

Customer

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

Service Request

Service Request #:	200920900657
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/28/09 02:39PM
Created By:	Stumm, Brandi
Rep Assigned:	Talarico, Sal
Date Assigned:	7/28/09 02:47PM
Assigned Dealer:	
Identified Dealer:	Lauderdale MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	8/14/09 11:41AM
Close Rep:	Talarico, Sal
Issue Note:	ODONNELL - power steering issued resulted in tow Requested tow reimbursement

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	44,306
Sale:	08/18/04 12:00 AM
In Service Date:	08/18/04 12:00 AM
Production Date:	07/19/04 12:00 AM

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

Solution
Facilitated dealer reimbursement of customer portion of tow charge in the amount of \$42.50

Attachments

File Name	Comments
Van Kleef (Archived - Click	

Customer Service Request Detail # 200920900657

Activity Status:	Done	Activity Updated:	7/28/09 02:42PM
Activity Type	General	Activity Updated By:	Stumm, Brandi
Activity Assigned To:	Stumm, Brandi	Email From:	
Activity Created:	7/28/09 02:42PM	Email To:	
Activity Created By:	Stumm, Brandi		
Activity Description:	ODONNELL - power steering issued resulted in tow.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/28/09 04:54PM
Activity Type	Customer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/28/09 04:54PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Left cust vmessage advising receipt of letter. Will contact after further investigation. Provided contact info		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/31/09 10:22AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/31/09 10:22AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	e-mail to MAM with cust letter attached		
Note Created:	7/31/09 10:22AM	Note Created By:	Talarico, Sal
		Note Type:	Field Interaction

Customer Service Request Detail # 200920900657

From: Talarico Sal, V2-US-A-52
Sent: Friday, July 31, 2009 10:20 AM
To: Strickland Carol, V2-11
Subject: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Importance: High

Hi Carol,

Re: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Attached is customer letter to Mr. O'Donnell.
He seems to have issue with tow / repair charges related to PS repairs.

Please take a look at this (RO's included) and let me know if there would be some consideration for financial reimbursement as per customer request.

Thanks,
Sal

Salvatore Talarico
MINI USA Team Lead CORE Group
MINI National Customer Relations and Services
Telephone
(201) 263-8228
Fax Mail
(866) 850-0249
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	7/31/09 10:35AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/31/09 10:34AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	MAM e-mail		

Note Created: 7/31/09 10:35AM

Note Created By: Talarico, Sal

Note Type: Field Interaction

Customer Service Request Detail # 200920900657

From: Strickland Carol, V2-US-V-2-M
Sent: Friday, July 31, 2009 10:34 AM
To: Talarico Sal, V2-US-A-52
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Sal,

I will take a look at it and get more information from the dealer. The customer neglected to mention in his letter that he received goodwill for part of the repair already.

LET'S MOTOR!

Carol Strickland
MINI Area Manager
Southern Region
MINI USA, a division of BMW of North America, LLC

C: 561.573.8654
F: 941.388.9373
carol.strickland@miniusa.com

From: Talarico Sal, V2-US-A-52
Sent: Friday, July 31, 2009 10:20 AM
To: Strickland Carol, V2-U
Subject: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Importance: High

Hi Carol,

Re: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Attached is customer letter to Mr. O'Donnell.
He seems to have issue with tow / repair charges related to PS repairs.

Please take a look at this (RO's included) and let me know if there would be some consideration for financial reimbursement as per customer request.

Thanks,
Sal

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(866) 850-0249
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	8/3/09 04:27PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/3/09 04:27PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	MAM e-mail		

Customer Service Request Detail # 200920900657

Note Created: 8/3/09 04:27PM	Note Created By: Talarico, Sal	Note Type: Field Interaction
<p>From: Strickland Carol, V2-US-V-2-M Sent: Monday, August 03, 2009 4:17 PM To: Talarico Sal, V2-US-A-52 Subject: Fw: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]</p> <p>Hi Sal,</p> <p>Please see below. We Already goodwill the repair. We could cover the rest of the tow bill and move on, but I am not covering any other repairs.</p> <hr/> <p>From: Hoeming, Todd To: Strickland Carol, V2-US-V-2-M Sent: Mon Aug 03 15:34:24 2009 Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED] Carol they came in May 23rd for brake lining right on which was covered under maint. plan. They had a p/s return hose leaking and a oil pan gasket leaking which we repaired and they paid for. About 60 miles and three days later they had another leak under the vehicle and towed the vehicle here to see what happened. We found suction hose leaked most of the fluid out and shorting out the P/S pump. We provided G/W assistance 100% for the P/S hose and pump repair and we split the tow bill.</p> <hr/> <p>From: Carol.Strickland@miniusa.com [mailto:Carol.Strickland@miniusa.com] Sent: Monday, August 03, 2009 2:11 PM To: Bittman,Matthew; Hoemin [REDACTED] Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED] Hi Todd and Matt,</p> <p>CR is following up on this and I would appreciate any information you can provide about the tow and the comeback on the repair. Thanks.</p> <p>LET'S MOTOR!</p> <p>Carol Strickland MINI Area Manager Southern Region MINI USA, a division of BMW of North America, LLC</p> <p>C: 561.573.8654 F: 941.388.9373 carol.strickland@miniusa.com</p> <hr/> <p>From: Strickland Carol, V2-US-V-2-M Sent: Friday, July 31, 2009 10:30 AM To: Hoeming, Todd Subject: FW: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED] Importance: High Hi Todd,</p> <p>Any additional information you can provide on the attached repair is appreciated. Thanks.</p> <p>LET'S MOTOR!</p> <p>Carol Strickland MINI Area Manager Southern Region MINI USA, a division of BMW of North America, LLC</p> <p>C: ...</p>		

Customer Service Request Detail # 200920900657

... 561.573.8654
F: 941.388.9373
carol.strickland@miniusa.com

From: Talarico Sal, V2-US-A-52
Sent: Friday, July 31, 2009 10:20 AM
To: Strickland Carol, V2-U
Subject: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Importance: High

Hi Carol,

Re: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Attached is customer letter to Mr. O'Donnell.
He seems to have issue with tow / repair charges related to PS repairs.

Please take a look at this (RO's included) and let me know if there would be some consideration for financial reimbursement as per customer request.

Thanks,
Sal

Salvatore Talarico
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MINI National Customer Relations and Services
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(201) 263-8228
Fax Mail
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Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	8/3/09 04:28PM
Activity Type:	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/3/09 04:27PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	e-mail to MAM		

Note Created: 8/3/09 04:28PM

Note Created By: Talarico, Sal

Note Type: Field Interaction

Customer Service Request Detail # 200920900657

From: Talarico Sal, V2-US-A-52
Sent: Monday, August 03, 2009 4:26 PM
To: Strickland Carol, V2-US-V-2-M
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Carol,

I believe that is what he is looking to recover.

Will you please have Lauderdale issue the reimbursement of \$42.50 for the cust 50% of tow bill and confirm via e-mail so I can note in cust file.

Thanks,
Sal

From: Strickland Carol, V2-US-V-2-M
Sent: Monday, August 03, 2009 4:17 PM
To: Talarico Sal, V2-US-A-52
Subject: Fw: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Hi Sal,

Please see below. We Already goodwill the repair. We could cover the rest of the tow bill and move on, but I am not covering any other repairs.

From: Hoeming, Todd
To: Strickland Carol, V2-US-V-2-M
Sent: Mon Aug 03 15:34:24 2009
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Carol they came in May 23rd for brake lining right on which was covered under maint. plan. They had a p/s return hose leaking and a oil pan gasket leaking which we repaired and they paid for. About 60 miles and three days later they had another leak under the vehicle and towed the vehicle here to see what happened. We found suction hose leaked most of the fluid out and shorting out the P/S pump. We provided G/W assistance 100% for the P/S hose and pump repair and we split the tow bill.

From: Carol.Strickland@miniusa.com [mailto:Carol.Strickland@miniusa.com]
Sent: Monday, August 03, 2009 2:11 PM
To: Bittman,Matthew; Hoemin
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Hi Todd and Matt,

CR is following up on this and I would appreciate any information you can provide about the tow and the comeback on the repair. Thanks.

LET'S MOTOR!

Carol Strickland
MINI Area Manager
Southern Region
MINI USA, a division of BMW of North America, LLC

C: 561.573.8654
F: 941.388.9373
carol.strickland@miniusa.com

From: Strickland Carol, V2-US-V-2-M
Sent: Friday, July 31, 2009 10:30 AM
To: ...

Customer Service Request Detail # 200920900657

... Hoeming, Todd
Subject: FW: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Importance: High
Hi Todd,

Any additional information you can provide on the attached repair is appreciated. Thanks.

LET'S MOTOR!

Carol Strickland
MINI Area Manager
Southern Region
MINI USA, a division of BMW of North America, LLC

C: 561.573.8654
F: 941.388.9373
carol.strickland@miniusa.com

From: Talarico Sal, V2-US-A-52
Sent: Friday, July 31, 2009 10:20 AM
To: Strickland Carol, V2-U
Subject: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Importance: High

Hi Carol,

Re: Executive Letter [REDACTED] 005 MINI Cooper VIN [REDACTED]

Attached is customer letter to Mr. O'Donnell.
He seems to have issue with tow / repair charges related to PS repairs.

Please take a look at this (RO's included) and let me know if there would be some consideration for financial reimbursement as per customer request.

Thanks,
Sal

Salvatore Talarico
MINI USA Team Lead CORE Group
MINI National Customer Relations and Services
Telephone
(201) 263-8228
Fax Mail
(866) 850-0249
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR. ®

Activity Status:	Done	Activity Updated:	8/4/09 08:46AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/4/09 08:46AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	MAM e-mail		
Note Created: 8/4/09 08:46AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200920900657

From: Strickland Carol, V2-US-V-2-M
Sent: Monday, August 03, 2009 4:50 PM
To: Talarico Sal, V2-US-A-52
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Dealer has been advised as we agreed to reimburse for tow bill. Thanks.

LET'S MOTOR!

Carol Strickland
MINI Area Manager
Southern Region
MINI USA, a division of BMW of North America, LLC

C: 561.573.8654
F: 941.388.9373
carol.strickland@miniusa.com

From: Talarico Sal, V2-US-A-52
Sent: Monday, August 03, 2009 4:26 PM
To: Strickland Carol, V2-US-V-2-M
Subject: RE: Executive Letter [REDACTED] 005 MINI Cooper VIN [REDACTED]
Carol,

I believe that is what he is looking to recover.

Will you please have Lauderdale issue the reimbursement of \$42.50 for the cust 50% of tow bill and confirm via e-mail so I can note in cust file.

Thanks,
Sal

From: Strickland Carol, V2-US-V-2-M
Sent: Monday, August 03, 2009 4:17 PM
To: Talarico Sal, V2-US-A-52
Subject: Fw: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]

Hi Sal,

Please see below. We Already goodwill the repair. We could cover the rest of the tow bill and move on, but I am not covering any other repairs.

From: Hoeming, Todd
To: Strickland Carol, V2-US-V-2-M
Sent: Mon Aug 03 15:34:24 2009
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Carol they came in May 23rd for a light on which was covered by maint. plan. They had a p/s return hose leaking and a oil pan gasket leaking which we repaired and they paid for. About 60 miles and three days later they had another leak under the vehicle and towed the vehicle here to see what happened. We found suction hose leaked most of the fluid out and shorting out the P/S pump. We provided G/W assistance 100% for the P/S hose and pump repair and we split the tow bill.

From: Carol.Strickland@miniusa.com [mailto:Carol.Strickland@miniusa.com]
Sent: Monday, August 03, 2009 2:11 PM
To: Bittman,Matthew; Hoeming, Todd
Subject: RE: Executive Letter [REDACTED] 2005 MINI Cooper VIN [REDACTED]
Hi Todd and Matt,

CR is following up on this and I would appreciate any information you can provide about ...

Customer Service Request Detail # 200920900657

<p>... the tow and the comeback on the repair. Thanks.</p> <p>LET'S MOTOR!</p> <p>Carol Strickland MINI Area Manager Southern Region MINI USA, a division of BMW of North America, LLC</p> <p>C: 561.573.8654 F: 941.388.9373 carol.strickland@miniusa.com</p>		<p>...</p>	
Activity Status:	Done	Activity Updated:	8/7/09 02:53PM
Activity Type:	Customer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/7/09 02:53PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Vmessage left for customer advising dealer will reimburse for tow bill. Provided contact info		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/14/09 11:41AM
Activity Type:	Customer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/14/09 11:37AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	No callback from customer. follow up with e-mail and close pending further customer contact		
Note Created: 8/14/09 11:41AM		Note Created By: Talarico, Sal	
		Note Type: Customer Interaction	
<p>From: Talarico Sal, V2-US-A-52 Sent: 2009 11:38 AM To: [REDACTED] Subject: Your 2005 MINI Cooper [REDACTED]</p> <p>Mr. [REDACTED]</p> <p>Re: Your 2005 MINI Cooper TC56423</p> <p>This e-mail is to confirm that Lauderdale MINI will reimburse you for the portion of the tow bill you had paid in the amount of \$42.50.</p> <p>Please contact me with any questions. Thank you, Sal</p> <p>Salvatore Talarico MINI USA Team Lead CORE Group MINI National Customer Relations and Services Telephone (201) 263-8228 Fax Mail (866) 850-0249 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p> <p>LET'S MOTOR. ®</p>			

Customer Service Request Detail # 200924500944

Customer

[REDACTED]	[REDACTED]	Home Phone
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Service Request

Service Request #:	200924500944
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	9/2/09 04:26PM
Created By:	Thomas, Jim
Rep Assigned:	Galmish, Nate
Date Assigned:	9/2/09 04:33PM
Assigned Dealer:	Prestige MINI
Identified Dealer:	Prestige MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	9/14/09 04:08PM
Close Rep:	Galmish, Nate
Issue Note:	C/S power steering pump has stopped working.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2005
Model:	Cooper S
Mileage:	52,000
Sale:	02/01/05 12:00 AM
In Service Date:	02/01/05 12:00 AM
Production Date:	01/15/05 12:00 AM

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wtr sttd further assist is n/a at this time.

Attachments

File Name	Comments

Customer Service Request Detail # 200924500944

Activity Status:	Done	Activity Updated:	9/2/09 04:39PM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Thomas, Jim	Email From:	
Activity Created:	9/2/09 04:28PM	Email To:	
Activity Created By:	Thomas, Jim		
Activity Description:	C/S power steering pump has stopped working.		
Note Created: 9/2/09 04:31PM		Note Created By: Thomas, Jim	Note Type: Customer Interaction
C/S a while back steering just died as she was pulling into driveway. She turned off veh and turned back on and it worked.			
Currently, steering died completely in middle of hghway.			
Activity Status:	Done	Activity Updated:	9/2/09 04:39PM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/2/09 04:33PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	cci sttd engine overheated, cust paid for labor, dlr paid for parts. >		
Note Created: 9/2/09 04:34PM		Note Created By: Galmish, Nate	Note Type: Customer Interaction
cust sttd power steering went out 6-7 months ago; 2-3 months ago it happened again. cust sttd power steering pump is not working now (intermittent). cust sttd veh is with dlr; veh purch from dlr. cust sttd dlr has not been able to duplicate issue, but dlr knows it has problem. cust sttd dlr has refused to help with repair under warr.			
Activity Status:	Done	Activity Updated:	9/3/09 11:26AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/3/09 11:26AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wtr left vm for SM, Marc		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	9/4/09 11:11AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/4/09 11:10AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wtr left vm for SM, Marc		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200924500944

Activity Status:	Done	Activity Updated:	9/4/09 11:16AM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/4/09 11:13AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wtr sttd no updates. cust sttd vhe is ready for p/u.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/4/09 11:38AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/4/09 11:38AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	SM left vm for wtr; [REDACTED]		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/4/09 06:36PM
Activity Type	Corporate Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/4/09 06:36PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	NO OUTBOUND CALLS WERE ALLOWED TODAY.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/8/09 09:40AM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/8/09 09:40AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	cust left vm for wtr		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/9/09 10:01AM
Activity Type	Corporate Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/9/09 10:01AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	ALL OUTBOUND CALLING WAS SUSPENDED YESTERDAY (9/8/09).		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200924500944

Activity Status:	Done	Activity Updated:	9/10/09 11:10AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/10/09 11:09AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wtr left vm for SM, Marc		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/10/09 11:13AM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/10/09 11:11AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wtr sttd no updates. cust sttd she p/u veh, dlr did not complete work, bringing veh back on Friday to finish work. >		
Note Created: 9/10/09 11:13AM		Note Created By: Galmish, Nate	
		Note Type: Customer Interaction	
cust sttd check engine light is back on.			
Activity Status:	Done	Activity Updated:	9/10/09 11:32AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/10/09 11:32AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	SM left vm for wrtr; sttd dlr perf \$2472 repairs for valve/cylinder head.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/11/09 11:08AM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/11/09 11:04AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	SM, Marc, sttd power steering pump was taken care of last week (cust pay); SM sttd oil pan gasket he will help cust with.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/11/09 11:13AM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/11/09 11:10AM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	cust sttd her issue is that she had to pay for power steering pump. cust sttd in Feb, nothing was wrong.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200924500944

Activity Status:	Done	Activity Updated:	9/11/09 04:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/11/09 04:53PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wrtr left vm for SM		
Note Created:		Note Type:	
Activity Status:	Done	Activity Updated:	9/14/09 04:07PM
Activity Type	Dealer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/14/09 02:19PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	SM, Marc, sttd cust p/u veh on Saturday. >		
Note Created: 9/14/09 02:22PM		Note Type: Dealer Interaction	
SM sttd over the weekend, cust brought veh in on Friday for oil pan gasket repair & check engine light. SM sttd veh left Saturday, dlr has vm from cust this morning.			
SM sttd cust paid for steering pump b/c SM removed & replaced blown head gasket, valve seals, vibration damper (\$2500) if cust pays for power steering pump (\$955).			
Activity Status:	Done	Activity Updated:	9/14/09 02:29PM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/14/09 02:29PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wrtr left vm for cust; req cb.		
Note Created:		Note Type:	
Activity Status:	Done	Activity Updated:	9/14/09 04:07PM
Activity Type	Customer Interaction	Activity Updated By:	Galmish, Nate
Activity Assigned To:	Galmish, Nate	Email From:	
Activity Created:	9/14/09 04:00PM	Email To:	
Activity Created By:	Galmish, Nate		
Activity Description:	wrtr sttd cust paid out of pocket for power steering pump b/c SM made deal to pay for engine repairs. wrtr sttd further assist is n/a at this time.		
Note Created:		Note Type:	

Customer Service Request Detail # 200928500140

Customer

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

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	60,000
Sale:	11/11/03 12:00 AM
In Service Date:	11/11/03 12:00 AM
Production Date:	09/25/03 12:00 AM

Service Request

Service Request #:	200928500140
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	10/12/09 10:01AM
Created By:	Spenthoff, Stefan
Rep Assigned:	Pfaffinger, Bill
Date Assigned:	10/13/09 02:50PM
Assigned Dealer:	Desert MINI of Las Vegas
Identified Dealer:	Desert MINI of Las Vegas
Date Resolved:	
Resolve Rep:	
Date Closed:	10/13/09 07:05PM
Close Rep:	Pfaffinger, Bill
Issue Note:	Compliant about power steering "known" issue, cust looking for GW.

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
emailed cust and called cust but was advsd hv wrong number, closed pending call or email from cust
cci for update, wrtr advsd cust no mention of power steering at dlr, wrtr advsd cust if assist is provided it would be minimal due to age of veh, cust sits she'll think it over and call wrtr back if they get veh diagnosd, closed pending call back

Attachments

File Name	Comments

Customer Service Request Detail # 200928500140

Activity Status:	Done	Activity Updated:	10/12/09 10:05AM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	10/12/09 10:03AM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Compliant about power steering "known" issue, cust looking for GW.		
Note Created: 10/12/09 10:04AM		Note Created By: Spenthoff, Stefan	
Note Type: Customer Interaction			
Wrtr adv I would look into GW, although wrtr adv not sure if anything can be done this far out of wrtry. Wrtr adv would follow up in a few days.			
Activity Status:	Done	Activity Updated:	10/13/09 06:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/13/09 06:20PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	wrtr called SA John left vmail asking for a call back		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	10/13/09 06:32PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/13/09 06:31PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	John ci stts cust has bn to their cntr only 2 times in the last 3 yrs, john stts the veh is well outside of self auth and doesn't feel asst should be		
Note Created: 10/13/09 06:32PM		Note Created By: Pfaffinger, Bill	
Note Type: Dealer Interaction			
John ci stts cust has bn to their cntr only 2 times in the last 3 yrs, john stts the veh is well outside of self auth and doesn't feel asst should be provided assist, john also stts he has not heard of a known issue w/the power steering			
Activity Status:	Done	Activity Updated:	10/13/09 06:33PM
Activity Type	Customer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/13/09 06:33PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	wrtr called cust was advsd has wrong number		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	10/13/09 06:37PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Pfaffinger, Bill	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	10/13/09 06:34PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	MINI Service [1-1239641005]		

Customer Service Request Detail # 200928500140

Note Created:	Note Created By:	Note Type:
	<p>Dear Ms. [REDACTED]</p> <p>I have tried to reach you via phone, but was advised I have the wrong number. I was able to speak with the dealer regarding your request and have an update for you. If you could please call me at 1-800-831-1117 *7305 or reply to this email at your convenience I would greatly appreciate it.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR.</p> <p>Bill MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p>	
<p>Activity Status: Done</p> <p>Activity Type: Customer Interaction</p> <p>Activity Assigned To: Pfaffinger, Bill</p> <p>Activity Created: 10/13/09 07:04PM</p> <p>Activity Created By: Pfaffinger, Bill</p> <p>Activity Description: cci for update, wrtr advsd cust no mention of power steering at dlr, wrtr advsd cust if assist is provided it would be minimal due to age of veh</p>		<p>Activity Updated: 10/13/09 07:05PM</p> <p>Activity Updated By: Pfaffinger, Bill</p> <p>Email From:</p> <p>Email To:</p>
<p>Note Created: 10/13/09 07:05PM</p>		<p>Note Created By: Pfaffinger, Bill</p> <p>Note Type: Customer Interaction</p>
<p>cci for update, wrtr advsd cust no mention of power steering at dlr, wrtr advsd cust if assist is provided it would be minimal due to age of veh, cust sits she'll think it over and call wrtr back if they get veh diagnosd</p>		

Customer Service Request Detail # 200928900948

Customer

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

Service Request

Service Request #:	200928900948
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	10/16/09 04:13PM
Created By:	Moore, Cody
Rep Assigned:	Moore, Cody
Date Assigned:	10/16/09 04:16PM
Assigned Dealer:	Braman MINI of Miami
Identified Dealer:	Braman MINI of Miami
Date Resolved:	
Resolve Rep:	
Date Closed:	10/19/09 12:49PM
Close Rep:	Moore, Cody
Issue Note:	cust. sts. that has warranty issue w/ power steering wants to know if warranty;

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	04/08/08 12:00 AM
In Service Date:	01/03/05 12:00 AM
Production Date:	11/08/04 12:00 AM

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

Solution
wrtr. called cust, advd. that if not outside influence, steering is largely covered;

Attachments

File Name	Comments

Customer Service Request Detail # 200928900948

Activity Status:	Done	Activity Updated:	10/16/09 04:16PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	10/16/09 04:16PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	cust. sts. that has warranty issue w/ power steering wants to know if warranty;		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	10/16/09 06:49PM
Activity Type	Customer Interaction	Activity Updated By:	Sheumaker, Eric
Activity Assigned To:	Sheumaker, Eric	Email From:	
Activity Created:	10/16/09 06:49PM	Email To:	
Activity Created By:	Sheumaker, Eric		
Activity Description:	cci for cody. wtr offered trans to vm, cust declined trans.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	10/16/09 06:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Sheumaker, Eric
Activity Assigned To:	Sheumaker, Eric	Email From:	
Activity Created:	10/16/09 06:50PM	Email To:	
Activity Created By:	Sheumaker, Eric		
Activity Description:	wtr emailed cody to inform of cci.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	10/19/09 12:49PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	10/19/09 12:46PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wtr. called cust, advd. that if not outside influence, steering is largely covered;		
Note Created:		Note Created By:	

Customer Service Request Detail # 200929300944

Customer

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

Service Request

Service Request #:	200929300944
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	10/20/09 03:03PM
Created By:	Livaudais, Lauren
Rep Assigned:	Mak, Sophy
Date Assigned:	10/20/09 03:11PM
Assigned Dealer:	MINI of the Main Line
Identified Dealer:	MINI of the Main Line
Date Resolved:	
Resolve Rep:	
Date Closed:	10/21/09 02:38PM
Close Rep:	Mak, Sophy
Issue Note:	Power steering

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	21,572
Sale:	08/16/05 12:00 AM
In Service Date:	08/16/05 12:00 AM
Production Date:	07/18/05 12:00 AM

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

Solution
MINI goodwilled the power steering pump; part only.

Attachments

File Name	Comments
History	

Customer Service Request Detail # 200929300944

Activity Status:	Done	Activity Updated:	10/20/09 03:09PM
Activity Type	Customer Interaction	Activity Updated By:	Livaudais, Lauren
Activity Assigned To:	Livaudais, Lauren	Email From:	
Activity Created:	10/20/09 03:04PM	Email To:	
Activity Created By:	Livaudais, Lauren		
Activity Description:	Power steering		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/21/09 01:58PM
Activity Type	Customer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 01:53PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w Dr [REDACTED] His daughter's car is at Mainline now for a power steering issue. He said her first steering issue happened two weeks after the >		
Note Created: 10/21/09 01:55PM		Note Created By: Mak, Sophy	
		Note Type: Customer Interaction	
warranty expired in 8/16/08. He is seeking goodwill on repair. I said I'd review with market team first and call him back. He said ok and that he is willing to pay for labor charges.			
Activity Status:	Done	Activity Updated:	10/21/09 02:20PM
Activity Type	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 02:19PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	s/w Ed, SvcMgr. Car is there now for steering pump repair. Cust got rear ended and it just came back from the body shop. I will ask AM for goodwill >		
Note Created: 10/21/09 02:20PM		Note Created By: Mak, Sophy	
		Note Type: Dealer Interaction	
and cc him on the email. (Part plus labor = \$1100).			
Activity Status:	Done	Activity Updated:	10/21/09 02:21PM
Activity Type	Field Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 02:20PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	Sent email to AM (see notes and attachment)		
Note Created: 10/21/09 02:21PM		Note Created By: Mak, Sophy	
		Note Type: Field Interaction	

Customer Service Request Detail # 200929300944

From: Mak Sophy, V2-US-A-51
 Sent: Wednesday, October 21, 2009 2:19 PM
 To: Haley John, V2-US-V-1-M
 Cc: 'efraz' - [REDACTED]
 Subject: [REDACTED] - [REDACTED] MINI of the Mainline - SR#200929300944 - Power Steering

Hi John:

[REDACTED] (2005 Cooper S)
 In Svc: 8/16/05
 21,572 miles

The customer contacted us regarding his daughter's vehicle. He claims she began having steering issues two weeks past her warranty expiration in 8/16/08. The car was serviced in Westchester mostly but the daughter goes to school by Mainline. The car is currently at MINI of the Mainline for a power steering pump repair. I called Ed Frazer and the warranty rate on the steering pump is \$603 plus \$18 fluid and 2 hrs. labor. The customer is willing to pay for labor and said he feels there was something wrong with the part for it to go bad again. Would you consider goodwill the part?

This is her first MINI but I attached her warranty history for your review. Please let me know what you decide and I will call the customer. Thanks!

Kind Regards,
 Sophy Mak

Activity Status:	Done	Activity Updated:	10/21/09 02:36PM
Activity Type:	Field Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 02:34PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	Rec'd email from AM (see notes)		

Note Created: 10/21/09 02:35PM Note Created By: Mak, Sophy Note Type: Field Interaction

From: Haley John, V2-US-V-1-M
 Sent: Wednesday, October 21, 2009 2:33 PM
 To: Mak Sop
 Subject: Re: [REDACTED] - MINI of the Mainline - SR#200929300944 - Power Steer
 Power Steer

No problem on the part. John

Activity Status:	Done	Activity Updated:	10/21/09 02:36PM
Activity Type:	Dealer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 02:36PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	Sent AM response to dealer to goodwill part only (see notes)		

Note Created: 10/21/09 02:36PM Note Created By: Mak, Sophy Note Type: Dealer Interaction

Customer Service Request Detail # 200929300944

<p>From: Mak Sophy, V2-US-A-51 Sent: Wednesday, October 21, 2009 2:35 PM To: Haley John, V2-US-V-1-M Cc: 'efraz Subject: [REDACTED] - MINI of the Mainline - SR#200929300944 - Power Steering</p> <p>Great thanks John!</p>			
Activity Status:	Done	Activity Updated:	10/21/09 02:36PM
Activity Type	Customer Interaction	Activity Updated By:	Mak, Sophy
Activity Assigned To:	Mak, Sophy	Email From:	
Activity Created:	10/21/09 02:36PM	Email To:	
Activity Created By:	Mak, Sophy		
Activity Description:	Informed customer that MINI will cover the part only as a gesture of goodwill. Asked his daughter to see SvcMgr when she picks up her car.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200929600526

Customer

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

Service Request

Service Request #:	200929600526
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	10/23/09 12:49PM
Created By:	Stursa, Ashley
Rep Assigned:	Stursa, Ashley
Date Assigned:	10/23/09 12:49PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/23/09 12:52PM
Close Rep:	Stursa, Ashley
Issue Note:	Power Steering Failure Complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	08/28/04 12:00 AM
In Service Date:	08/28/04 12:00 AM
Production Date:	07/27/04 12:00 AM

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

Solution
wtr adv we can not offer assistance for 3rd party work, if cust had worked w dlr we may have possibly been able to assist, in this situation we can not. Cust sttd she will badmouth BMW/MINI as much as possible. Wtr adpologized and offered to document comp

Attachments

File Name	Comments

Customer Service Request Detail # 200929600526

Activity Status:	Done	Activity Updated:	10/23/09 12:51PM
Activity Type	Customer Interaction	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	
Activity Created:	10/23/09 12:49PM	Email To:	
Activity Created By:	Stursa, Ashley		
Activity Description:	CCI w Power Steering Complaint, cust upset PS failed, dlr quoted her \$4k, cust had repaired at 3rd party for less, cust wanted assistance, wtr adv we>		
Note Created: 10/23/09 12:50PM		Note Created By: Stursa, Ashley	Note Type: Customer Interaction
> can not offer assistance for 3rd party work, if cust had worked w dlr we may have possibly been able to assist, in this situation we can not. Cust sttd she will badmouth BMW/MINI as much as possible. Wtr adpologized and offered to document complaint.			

Customer Service Request Detail # 200932300568

Customer

Name: [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
Portland, OR [Redacted]

Service Request

Service Request #: 200932300568
Brand: MINI
Type: Complaint
Current Status: Closed
Date Opened: 11/19/09 01:41PM
Created By: Stum, Brandi
Rep Assigned: Smith, Jonathan
Date Assigned: 11/20/09 10:44AM
Assigned Dealer: Rasmussen MINI
Identified Dealer: Rasmussen MINI
Date Resolved:
Resolve Rep:
Date Closed: 12/10/09 08:31PM
Close Rep: Smith, Jonathan
Issue Note: Cust. seeks reimbursement for power steering repair.

Vehicle

Chassis # (US): [Redacted]
Chassis # (Non - US): [Redacted]
Year: 2005
Model: Cooper
Mileage: 54,454
Sale: 08/18/04 12:00 AM
In Service Date: 08/18/04 12:00 AM
Production Date: 07/17/04 12:00 AM

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

Solution
Writer adv customer that the dealer has been involved, MINI and dlr were not able to offer reimbursement, offered cust a free oil change for issues, cust declined, asked for complaint to be documented.

Attachments

File Name	Comments
Jaeckh	

Customer Service Request Detail # 200932300568

Activity Status:	Done	Activity Updated:	11/19/09 01:43PM
Activity Type	General	Activity Updated By:	Stumm, Brandi
Activity Assigned To:	Stumm, Brandi	Email From:	
Activity Created:	11/19/09 01:43PM	Email To:	
Activity Created By:	Stumm, Brandi		
Activity Description:	Cust. seeks reimbursement for power steering repair.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	11/25/09 11:21AM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	11/25/09 11:10AM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	SM Rory stts cust not original owner, would offer to do 1 oil service for free if needed before Feb 2010>		
Note Created: 11/25/09 11:21AM		Note Created By: Smith, Jonathan	
		Note Type: Dealer Interaction	
<SM Rory stts would offer this, wants cb if customer would accept.			
Activity Status:	Done	Activity Updated:	12/2/09 02:39PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	12/2/09 02:39PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer lvm [REDACTED] asking for cb.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	12/8/09 03:29PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	12/8/09 03:29PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Cust lvm asking for cb at [REDACTED]		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	12/8/09 03:31PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	12/8/09 03:31PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Writer lvm for customer asking for cb at [REDACTED]		
Note Created:		Note Created By:	

Customer Service Request Detail # 200932300568

Activity Status:	Done	Activity Updated:	12/10/09 08:31PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	12/10/09 08:09PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Cust stts the P/S pump failed on multiple occasions->		
Note Created: 12/10/09 08:13PM		Note Created By: Smith, Jonathan	Note Type: Customer Interaction
Cust stts he seeks compensation for the repair he had on the power steering pump back on Nov. 10th.			
Writer adv customer that the dealer has been involved, MINI and dlr were not able to offer reimbursement, offered cust a free oil change for issues, cust declined, asked for complaint to be documented.			

Customer Service Request Detail # 201000400673

Customer

Name:	[REDACTED]
Method:	[REDACTED]
	[REDACTED]
	[REDACTED]
	East Meadow, NY [REDACTED]

Service Request

Service Request #:	201000400673
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	1/4/10 01:19PM
Created By:	Borst, Kathleen
Rep Assigned:	Mauthe, Liz
Date Assigned:	1/4/10 01:23PM
Assigned Dealer:	Hassel MINI
Identified Dealer:	Hassel MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	1/11/10 04:56PM
Close Rep:	Mauthe, Liz
Issue Note:	VILLAVERDE: Customer seeks reimbursement for power steering repair.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	53,264
Sale:	11/18/03 12:00 AM
In Service Date:	11/18/03 12:00 AM
Production Date:	10/06/03 12:00 AM

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

Solution
Customer will receive goodwill reimbursement of \$1,000.00.

Attachments

File Name	Comments
Biddick Mini Customer Serv	

Customer Service Request Detail # 201000400673

Activity Status:	Done	Activity Updated:	1/4/10 01:23PM
Activity Type	General	Activity Updated By:	Borst, Kathleen
Activity Assigned To:	Borst, Kathleen	Email From:	
Activity Created:	1/4/10 01:20PM	Email To:	
Activity Created By:	Borst, Kathleen		
Activity Description:	VILLAVERDE: Customer seeks reimbursement for power steering repair.		

Note Created: 1/4/10 01:22PM Note Created By: Borst, Kathleen Note Type: General

From: Villaverde Silvia, V2-US-A-5
Sent: Monday, January 04, 2010 6:01 AM
To: Pending Customer Issues
Cc: Law Don, V2-US-A-52; Mak Sophy, V2-US-A-51
Subject: FW: New Mini Cooper Maintenance Problem

Can you please assign to an appropriate rep.

With kind regards,
Silvia

Silvia Villaverde
Manager, Customer Relations & Services
BMW of North America, LLC
200 Chestnut Ridge Road
Woodcliff Lake, NJ
07677-7731

Phone: 201.263.8202

From: mdeixler@aol.com [mailto:mdeixler@aol.com]
Sent: Sunday, January 03, 2010 5:29 PM
To: Villaverde Silvia, V2-US-A-5
Subject: New Mini Cooper Maintenance Problem

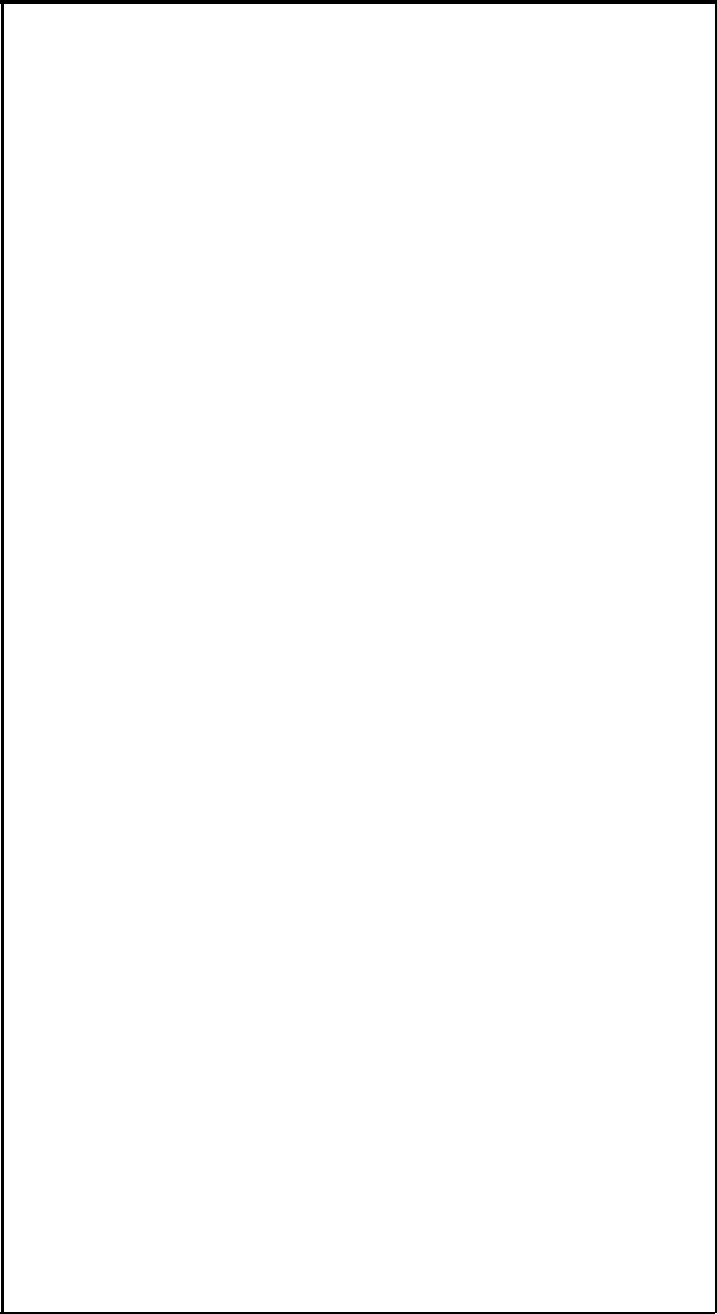
Dear Silvia;

We are friends of Bob Davidson and once again we are asking for your help with a disturbing maintenance problem with our Mini Cooper.

Sadly, our love affair with our 2004 Mini Cooper is being severely tested due to expensive premature maintenance problems. My Mini now has just over 50,000 miles. The car's dashboard lit up with a run-flat tire message. I brought the car immediately into the dealer. They told me that the tires just needed a bit of air ... Unfortunately, they also explained how my power steering pump had broken and that caused the fan to fail ... \$1300.00. One week later the power steering wheel started to squeal - Brought it back and now I was told that because of the pressure of the new pump it had broken the seal of the rack and pinion steering column ... additional \$1500.00 for an exact total of \$2854.85 parts and labor. I love my Mini but that seems a bit extravagant a charge. To their defense, they did offer me coffee and provide transportation to and from work. On the second problem, which took 2 days to fix, they arranged for me to have a loaner car. We are happy with the dealer (Hassel Motors of Freeport, NY)

After some preliminary research on the Internet it became apparent through the many articles written on the subject that one of the weaknesses of the Mini is it's power steering pump. (See Consumeraffairs.com) I find it hard to believe that with just 50,000 miles of a well-maintained car the repair expense should be that dramatic. This the same automobile that lost its manual transmission and clutch @ 40,000 mile which you so graciously reimbursed the labor cost. Please review the enclosed invoices and let me know if any of these charge can be reimbursed.

Sincerely,
Mike & ...



Customer Service Request Detail # 201000400673

... Bronner Deixler (Invoices attached)		...	
Activity Status:	Done	Activity Updated:	1/5/10 03:57PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/5/10 03:57PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Called cust and left vm.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/5/10 04:07PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/5/10 04:06PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		
Note Created:	1/5/10 04:07PM	Note Created By:	Mauthe, Liz
		Note Type:	Customer Interaction
<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, January 05, 2010 4:06 PM</p> <p>██████████ 2004 MINI Coope ██████████</p> <p>Dear Mr. and Mrs. ██████████</p> <p>I have been asked to assist you with your request for goodwill assistance toward the recent repairs that were performed at Hassel MINI. I will forward your request for consideration by our marketing team who will review the service history on your vehicle.</p> <p>As soon as I have their response, I will follow up with you.</p> <p>Thank you for your patience during the interim.</p> <p>Kind Regards,</p> <p>Liz Mauthe MINI USA Team CORE Group MINI National Customer Relations and Services Telephone (201) 263-8216 Fax Mail (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>			
Activity Status:	Done	Activity Updated:	1/5/10 04:28PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/5/10 04:28PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Customer Service Request Detail # 201000400673

Note Created: 1/5/10 04:28PM		Note Created By: Mauthe, Liz		Note Type: Field Interaction	
<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, January 05, 2010 4:27 PM S-V-1-M [REDACTED] 2004 MINI Cooper [REDACTED] Hassel BMW</p> <p>Kevin:</p> <p>Re: [REDACTED] 2004 MINI Cooper [REDACTED] Hassel MINI</p> <ul style="list-style-type: none"> • Customer is the original owner of this vehicle which was purchased from Hassel MINI. • In Service date is 11/18/03 – No warranty coverage as of 11/18/07 • Current mileage is 53,000 miles <p>Customer is requesting goodwill reimbursement toward his last two repairs which totaled \$2854.85. Customer states the repairs to the power steering pump and fan led to the broken seal of the rack and pinion steering column. I have pasted the customer's email below mine.</p> <p>We previously offered goodwill assistance to Mr. Deixler for the power train at 40,000 miles on 10/22/08. He is now requesting the same consideration for what he considers repairs that he states he has researched and found to be a common weakness in MINIs.</p> <p>Please let me know if you would consider a partial reimbursement to these repairs.</p> <p>Kind Regards,</p> <p>Liz Mauthe MINI USA Team CORE Group MINI National Customer Relations and Services Telephone (201) 263-8216 Fax Mail (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status:	Done	Activity Updated:	1/6/10 11:05AM		
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz		
Activity Assigned To:	Mauthe, Liz	Email From:			
Activity Created:	1/6/10 11:04AM	Email To:			
Activity Created By:	Mauthe, Liz				
Activity Description:	See notes.				
Note Created: 1/6/10 11:05AM		Note Created By: Mauthe, Liz		Note Type: Field Interaction	

Customer Service Request Detail # 201000400673

<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, January 05, 2010 5:33 PM To: Denblake [REDACTED] 1-M Subject: RE: [REDACTED] 2004 MINI Cooper [REDACTED] Hassel BMW</p> <p>Yes</p> <p>Kind Regards,</p> <p>Liz Mauthe MINI USA Team CORE Group MINI National Customer Relations and Services Telephone (201) 263-8216 Fax Mail (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Mauthe, Liz Activity Created: 1/6/10 11:05AM Activity Created By: Mauthe, Liz Activity Description: See notes.</p>	<p>Activity Updated: 1/6/10 11:06AM Activity Updated By: Mauthe, Liz Email From: Email To:</p>	
<p>Note Created: 1/6/10 11:06AM Note Created By: Mauthe, Liz Note Type: Field Interaction</p>		
<p>From: Mauthe Elizabeth, (T) Sent: Tuesday, January 05, 2010 5:33 PM To: Denblake [REDACTED] 1-M Subject: RE: [REDACTED] 2004 MINI Cooper [REDACTED] Hassel BMW</p> <p>Yes</p> <p>Kind Regards,</p> <p>Liz Mauthe MINI USA Team CORE Group MINI National Customer Relations and Services Telephone (201) 263-8216 Fax Mail (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Mauthe, Liz Activity Created: 1/6/10 11:06AM Activity Created By: Mauthe, Liz Activity Description: Customer feels 1st repair caused second failure and was related to the power steering pump, feels it is a premature failure, wants reimburse.</p>	<p>Activity Updated: 1/6/10 11:06AM Activity Updated By: Mauthe, Liz Email From: Email To:</p>	
<p>Note Created: Note Created By: Note Type:</p>		

Customer Service Request Detail # 201000400673

Activity Status:	Done	Activity Updated:	1/6/10 11:09AM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/6/10 11:08AM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Note Created: 1/6/10 11:08AM	Note Created By: Mauthe, Liz	Note Type: Dealer Interaction
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<p>From: Mauthe Elizabeth, (T) Sent: Wednesday, January 06, 2010 11:04 AM To: Denblake [REDACTED] 1-M Subject: FW: [REDACTED] 2004 MINI Cooper [REDACTED] Hassel BMW</p> <p>Kevin,</p> <p>[REDACTED] feels the second repair may be a result of the first repair for the power steering as the failure occurred a week later...so what do you think? Do you want to offer any goodwill?</p> <p>Kind Regards,</p> <p>Liz Mauthe MINI USA Team CORE Group MINI National Customer Relations and Services Telephone (201) 263-8216 Fax Mail (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Activity Status:	Done	Activity Updated:	1/8/10 02:12PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/8/10 02:08PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Note Created: 1/8/10 02:08PM	Note Created By: Mauthe, Liz	Note Type: Field Interaction
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<p>From: Denblaker Kevin, V2-US-V-1-M Sent: Wednesday, January 06, 2010 6:10 PM To: Mauthe F [REDACTED] Subject: Re: [REDACTED] 2004 MINI Cooper [REDACTED] Hassel BMW</p> <p>He is 2 years out of warranty with no history of trouble with the PS system or related components. Offer the customer \$1000 reimbursement</p>	
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Activity Status:	Done	Activity Updated:	1/8/10 02:12PM
Activity Type	Customer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/8/10 02:11PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Spoke to cust and adv that she will recv \$1K gw toward repair, she was thrilled!!!		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201000400673

Activity Status:	Done	Activity Updated:	1/8/10 02:27PM
Activity Type	Dealer Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/8/10 02:27PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	Service mgr. Mike Casey is in the hospital, not able to reach anyone, Im for Dawn Pedesta, warr. admin.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/8/10 02:29PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/8/10 02:28PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Note Created: 1/8/10 02:28PM	Note Created By: Mauthe, Liz	Note Type: Field Interaction
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From: Mauthe Elizabeth, (T)
 Sent: Friday, January 08, 2010 2:27 PM
 To: Denblake [REDACTED] 1-M
 Subject: RE: [REDACTED] 2004 MINI Coope [REDACTED] Hassel BMW

Hi Kevin-

Thanks for your help, I really appreciate it and so does the customer. I don't know who to send the email to at Hassel regarding the goodwill reimbursement. It seems the service manager, Mike Casey, is out sick, he's apparently in the hospital.

Can you please forward this to Hassel so we can have it submitted?

The check should be for \$1,000.00 and made out to the customer, Bronner Deixler.

[REDACTED]
 E [REDACTED] NY [REDACTED]

Thanks again!

Kind Regards,

Liz Mauthe
 MINI USA Team CORE Group
 MINI National Customer Relations and Services
 Telephone
 (201) 263-8216
 Fax Mail
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Customer Service Request Detail # 201000400673

Activity Status:	Done	Activity Updated:	1/8/10 05:30PM
Activity Type	Field Interaction	Activity Updated By:	Mauthe, Liz
Activity Assigned To:	Mauthe, Liz	Email From:	
Activity Created:	1/8/10 05:29PM	Email To:	
Activity Created By:	Mauthe, Liz		
Activity Description:	See notes.		

Note Created: 1/8/10 05:30PM

Note Created By: Mauthe, Liz

Note Type: Field Interaction

From: Denblaker Kevin, V2-US-V-1-M
Sent: Friday, January 08, 2010 5:08 PM
To: Gonzalez, Carmine; Podesta, Dawn
Cc: Mauthe, Liz
Subject: FW: [REDACTED] 2004 MINI Coupe [REDACTED] Hassel BMW
Carmine and Dawn,
Can you process a reimbursement check to this customer for \$1000 and send to me for goodwill authorization.
Is Mike OK?

Kevin DenBlaker
Area Manager - Eastern Region
tel: 201-956-8702
email: kevin.denblaker@miniusa.com

Customer Service Request Detail # 201008301016

Customer

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

Service Request

Service Request #:	201008301016
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	3/24/10 05:27PM
Created By:	Spon, Brittany
Rep Assigned:	Spon, Brittany
Date Assigned:	3/24/10 05:28PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/24/10 05:30PM
Close Rep:	Spon, Brittany
Issue Note:	power steering complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	70,000
Sale:	01/31/04 12:00 AM
In Service Date:	01/31/04 12:00 AM
Production Date:	12/20/03 12:00 AM

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
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Solution
wtrr adv no open recalls. wtrr adv she would doc comp on cust behalf that he had repeat issues w/ power steering.

Attachments

File Name	Comments

Customer Service Request Detail # 201008301016

Activity Status:	Done	Activity Updated:	3/24/10 05:30PM
Activity Type	Customer Interaction	Activity Updated By:	Spon, Brittany
Activity Assigned To:	Spon, Brittany	Email From:	
Activity Created:	3/24/10 05:28PM	Email To:	
Activity Created By:	Spon, Brittany		
Activity Description:	cust husb mr. [REDACTED] stating he had repeat issues w/ power steering. mr. [REDACTED] verified all info for his wife. cust felt there was recall on veh>		
Note Created: 3/24/10 05:29PM		Note Created By: Spon, Brittany	Note Type: Customer Interaction
(veh was not at a service center currenly. cust usually worked w/ bmw of monrovia).wrt adv no open recalls. wrtr adv she would doc comp on cust behalf that he had repeat issues w/ power steering.			

Customer Service Request Detail # 201010200131

Customer

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

Service Request

Service Request #:	201010200131
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/12/10 09:45AM
Created By:	Hess, Ryan
Rep Assigned:	Shelton, Kevin
Date Assigned:	4/12/10 09:46AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/19/10 05:27PM
Close Rep:	Shelton, Kevin
Issue Note:	Power Steering Issues Complaint

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	03/30/05 12:00 AM
In Service Date:	06/01/04 12:00 AM
Production Date:	04/26/04 12:00 AM

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

Solution
wtr tried calling cust cell # but vm not set up. closed pending cust response.

Attachments

File Name	Comments

Customer Service Request Detail # 201010200131

Activity Status:	Done	Activity Updated:	4/12/10 09:46AM
Activity Type	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	[REDACTED]
Activity Created:	4/8/10 09:13AM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		

Note Created:	Note Created By:	Note Type:
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	<p>[REDACTED]</p> <p>Phone: [REDACTED]</p> <p>Vin: WMWRC534541 [REDACTED]</p> <p>Question / Comment:</p> <p>I have owned this mini cooper since 2004. Shortly after I purchased this vehicle from Hollman Mini in Ft Lauderdale I detected that there was a power steering problem which showed itself by the steering wheel stiffening whilst driving. I took the car on several occasions to Lauderdale Imports for service and they could not correct ythe problem. On one occasion they replaced the steering fan and suggested that this is the problem. The problem continued and each time i took it back, they told me that "because the porblem is not duplicatinmg when they have it they cannot fix it". Now the problem is even worse and I took it back to Lauderdale Imports and spoke with Scott Weinbaum and was told that the problem is the power steering and I have to pay \$1000.00 for the power steering plus labor because the car is now off manufacturers warranty. This porblem existed from when the car was on warranty and I do not feel it is fair and in good practice to ask that I pay for this when the problem predates the expiration of the warranty. My 18 year old daughter drives this car to school and I fear that this can cau [REDACTED]. Your inervention in this matter is both anticipated and appreciated. [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	4/12/10 09:46AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	4/12/10 09:45AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1442761885]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201010200131

	<p>H [REDACTED]</p> <p>Thanks for writing MINI regarding your 2004 MINI Cooper.</p> <p>Your case has been forwarded to Kevin at 1.866.ASK.MINI (275-6464), extension 7461. Kevin is currently looking into your inquiry and will be in touch with you shortly.</p> <p>The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).</p> <p>LET'S MOTOR.</p> <p>Ashley Paras MINI Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From [REDACTED] Sent: 4/12/2010 12:00:00 AM To: miniassist <MINIAssistance@askminiusa.com> Subject: General customer service</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Question / Comment:</p> <p>I have owned this mini cooper since 2004. Shortly after I purchased this vehicle from Hollman Mini in Ft Lauderdale I detected that there was a power steering problem which showed itself by the steering wheel stiffening whilst driving. I took the car on several occasions to Lauderdale Imports for service and they could not correct ythe problem. On one occasion they replaced the steering fan and suggested that this is the problem. The problem continued and each time i took it back, they told me that "because the porblem is not duplicatinmg when they have it they cannot fix it". Now the problem is even worse and I took it back to Lauderdale Imports and spoke with Scott Weinbaum and was told that the problem is the power steering and I have to pay \$1000.00 for the power steering plus labor because the car is now off manufacturers warranty. This problem existed from when the car was on warranty and I do not feel it is fair and in good practice to ask that I pay for this when the problem predates the expiration of the warranty. My 18 year old daughter drives this car to school and I fear that this can cau [REDACTED] Your nervention in this matter is both anticipated and appreciated. [REDACTED]</p>	
<p>Activity Status: Done</p> <p>Activity Type: Customer Interaction</p> <p>Activity Assigned To: Shelton, Kevin</p> <p>Activity Created: 4/12/10 06:24PM</p> <p>Activity Created By: Shelton, Kevin</p> <p>Activity Description: wtr called cell # and was unable to leave a voicemail.</p>	<p>Activity Updated: 4/12/10 06:24PM</p> <p>Activity Updated By: Shelton, Kevin</p> <p>Email From:</p> <p>Email To:</p>	
Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201010200403

Customer

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

Service Request

Service Request #:	201010200403
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/12/10 11:34AM
Created By:	Summers, Kelly
Rep Assigned:	Robison, Kate
Date Assigned:	4/12/10 11:41AM
Assigned Dealer:	Herb Chambers MINI of Boston
Identified Dealer:	Herb Chambers MINI of Boston
Date Resolved:	
Resolve Rep:	
Date Closed:	4/12/10 02:39PM
Close Rep:	Robison, Kate
Issue Note:	gw req: power steering motor \$1000 +

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	61,000
Sale:	08/03/05 12:00 AM
In Service Date:	07/31/05 12:00 AM
Production Date:	05/27/05 12:00 AM

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

Solution
dealer goodwilled part.

Attachments

File Name	Comments

Customer Service Request Detail # 201010200403

Activity Status:	Done	Activity Updated:	4/12/10 11:40AM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Summers, Kelly	Email From:	
Activity Created:	4/12/10 11:35AM	Email To:	
Activity Created By:	Summers, Kelly		
Activity Description:	Fan seized and blew out power steering motor, cust asking if this is a design flaw, wants asstnce		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/12/10 11:41AM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	4/12/10 11:41AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	cust req assistance with power steering motor - \$1000+, cb by 6PM EST today. 781-635-8043		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/12/10 11:46AM
Activity Type	Dealer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	4/12/10 11:46AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	writer LM for SM Mike Brayman, req cb.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/12/10 11:46AM
Activity Type	Dealer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	4/12/10 11:46AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	writer emailed SM Mark Ravin, req assistance.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	4/12/10 12:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	4/12/10 12:36PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	email from SM Mark >>		
Note Created:	4/12/10 12:37PM	Note Created By:	Robison, Kate
		Note Type:	Dealer Interaction

Customer Service Request Detail # 201010200403

From: Mark Ravin [mailto:mravin@herbchambers.com]
Sent: Monday, April 12, 2010 12:29 PM
To: Robison K
Subject: RE: [REDACTED]

SHE WAS VERY HAPPY AND EXCITED SO I THANK YOU FOR YOUR HELP AND WE WILL CATCH YOU NEXT TIME.

THANKS A LOT.

BETS REGARDS,

Mark Ravin
Motoring Advisor
Herb Chambers Mini
1168 Commonwealth Ave.
Boston, MA 02134

Ph: 617-264-4444 x217

www.herbchambers.com

From: Kate.Robison@bmwfs.com [mailto:Kate.Robison@bmwfs.com]
Sent: Monday, April 12, 2010 12:16 PM
To: mrav
Subject: [REDACTED]

I think that sounds very fair! She should still be sitting in your waiting room - would you like to offer that to her?

Thanks so much!

Kind Regards,
Kate Robison
Customer Relations and
Services Specialist
Telephone:
614-789-7358
Fax:
614-789-1992
Mailing Address:
P.O. Box 1227
Westwood, NJ 07675-1227

From: Mark Ravin [mailto:mravin@herbchambers.com]
Sent: Monday, April 12, 2010 12:06 PM
To: Robison K
Subject: RE: [REDACTED]

HELLO KATE,

THAT WAS A QUICK RESPONSE WOW! I WAS GOING TO OFFER HER TO PAY FOR THE PARTS AND GOODWILL THE LABOR SHES 5000 OUT AND THE WARRANTY ENDED IN OCTOBER. WHAT DO YOU THINK ABOUT THAT?

BEST REGARDS,

Mark Ravin
Motoring Advisor
Herb ...

Customer Service Request Detail # 201010200403

... Chambers Mini 1168 Commonwealth Ave. Boston, MA 02134 Ph: 617-264-4444 x217		...	
Activity Status:	Done	Activity Updated:	4/12/10 02:39PM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Emal From:	
Activity Created:	4/12/10 02:39PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	writer sw cust, confirmed everything is taken care of, thanked writer.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201011800661

Customer

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

Service Request

Service Request #:	201011800661
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/28/10 01:41PM
Created By:	Robison, Kate
Rep Assigned:	Silva, Anita
Date Assigned:	4/29/10 09:18AM
Assigned Dealer:	Rasmussen MINI
Identified Dealer:	Rasmussen MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	5/4/10 04:04PM
Close Rep:	Silva, Anita
Issue Note:	Power Steering Complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	80,000
Sale:	11/29/03 12:00 AM
In Service Date:	11/29/03 12:00 AM
Production Date:	10/30/03 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3241	STEERING UNIT COMPONENTS - HYDRAULICS - I
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
Wtr adv cust of diag from Srvc Mgr to have powering steering pump replaced. Wtr adv that issue was prev diag and no assistance will be given.

Attachments

File Name	Comments

Customer Service Request Detail # 201011800661

Activity Status:	Done	Activity Updated:	4/29/10 09:18AM
Activity Type	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	[REDACTED]
Activity Created:	4/26/10 01:43PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	Comments about our cars		

Note Created:	Note Created By:	Note Type:
	[REDACTED]	
	[REDACTED]	
	VIN: WMWRC534041 [REDACTED]	
	Question / Comment:	
	What is mini doing for people who have had to disconnect their batteries because the power steering pump runs eternally after car is turned off - Hear some people did not notice this and their cars caught fire. Than heavens that is not my case, but my car is sitting like a junker in my driveway - advertising how unreliable it has been in it's 5th year of life.	
	I have been one of your biggest sales people, but not so much these days. The little things were mild annoyances but now pretty much just a cute junker.	
	was hoping that since this is clearly fire hazard (see on line that several have caught fire) Mini might be doing something about it - my dealer just says come in and we'll replace pump for \$1,200. I understand vehicle maintinence, but this clearly a manufacturers problem. PS pumps give out, but not usually run constantly - and I can't find the fuse to disconnect either (thanks for the cute but useless owner's manual	

Activity Status:	Done	Activity Updated:	4/29/10 09:18AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Emal From:	MINLAssistance@askMINIUSA.COM
Activity Created:	4/29/10 09:17AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1462903090]		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201011800661

H [REDACTED]

Thanks for writing MINI regarding your 2004 MINI Cooper.

Your case has been forwarded to Anita at 1.866.ASK.MINI (275-6464), extension 6282. Anita is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Paras
MINI Customer Relations and Services
Representative

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

From [REDACTED]
Sent: 4/29/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Comments about our cars

[REDACTED]

Phone [REDACTED]
Vin: WMWRC334041 [REDACTED]

Question / Comment:

What is mini doing for people who have had to disconnect their batteries because the power steering pump runs eternally after car is turned off - Hear some people did not notice this and their cars caught fire. Than heavens that is not my case, but my car is sitting like a junker in my driveway - advertising how unreliable it has been in it's 5th year of life.

I have been one of your biggest sales people, but not so much these days. The little things were mild annoyances but now pretty much just a cute junker.

was hoping that since this is clearly fire hazard (see on line that several have caught fire) Mini might be doing something about it - my dealer just says come in and we'll replace pump for \$1,200. I understand vehicle maintenance, but this clearly a manufacturers problem. PS pumps give out, but not usually run constantly - and I can't find the fuse to disconnect either (thanks for the cute but useless owner's manual

Activity Status:	Done	Activity Updated:	4/29/10 05:52PM
Activity Type	Customer Interaction	Activity Updated By:	Silva, Anita
Activity Assigned To:	Silva, Anita	Email From:	
Activity Created:	4/29/10 05:52PM	Email To:	
Activity Created By:	Silva, Anita		
Activity Description:	Wtr LM on VM for cust to review feedback on power steering. Wtr will contact in up to 3 business days for addl follow-up.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201011800661

Activity Status:	Done	Activity Updated:	4/29/10 07:37PM
Activity Type	Customer Interaction	Activity Updated By:	Silva, Anita
Activity Assigned To:	Silva, Anita	Email From:	
Activity Created:	4/29/10 07:30PM	Email To:	
Activity Created By:	Silva, Anita		
Activity Description:	CCI to follow up on power steering pump that cont to whirring noise.		

Note Created: 4/29/10 07:35PM Note Created By: Silva, Anita Note Type: Customer Interaction

CUST stts the following information per phone conversation: 80k on veh now. Issue calling about: Power Steering pump, fan noise whirring sounds like it is going.

- Taken to Rasmussen MINI several times, issues not properly fixed.
- Windows wont go down properly, locks wont work properly
- Purchased veh in TX at Moritz
- 60k maintenance done at 3rd party
- 10/18/09 car died and had to get towed , clutch issue, replaced clutch and engine valve.

Dlr sttd to replace power steering pump

Vehicle Issues or Repeat repairs.

- When did the issue start. 4-5 months ago, intermittent
- How many times has the issue been looked at by a dealer.
- How many times has the issue been confirmed and how many repair attempts.
- When was the last time the vehicle was in. October 2009
- Is the vehicle at the dealership now. NO
- Who has been servicing the vehicle, third party or a dealer. Rasmussen MINI, friendly and helpful

Activity Status:	Done	Activity Updated:	5/4/10 03:55PM
Activity Type	Customer Interaction	Activity Updated By:	Silva, Anita
Activity Assigned To:	Silva, Anita	Email From:	
Activity Created:	5/4/10 03:55PM	Email To:	
Activity Created By:	Silva, Anita		
Activity Description:	Wtr spoke to Srvc Mgr Kurt. Srvc Mgr confirmed that Power Steering Pump needs replaced as per srvc in 10/09.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	5/4/10 04:03PM
Activity Type	Customer Interaction	Activity Updated By:	Silva, Anita
Activity Assigned To:	Silva, Anita	Email From:	
Activity Created:	5/4/10 04:01PM	Email To:	
Activity Created By:	Silva, Anita		
Activity Description:	Wtr follow-up with cust regarding diag and adv to take MINI into center for steering pump replacement.		

Note Created: 5/4/10 04:02PM Note Created By: Silva, Anita Note Type: Customer Interaction

Cust sttd wants to take veh to different MINI center to get issue repaired. Customer service at Rasmussen is ok cust stts however does not feel issues are being prop repaired.

Customer Service Request Detail # 201011900529

Customer

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

Service Request

Service Request #:	201011900529
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	4/29/10 12:43PM
Created By:	Fagert, Laura
Rep Assigned:	Kurtz, David
Date Assigned:	4/30/10 07:34PM
Assigned Dealer:	Niello MINI
Identified Dealer:	Niello MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	4/30/10 07:34PM
Close Rep:	Kurtz, David
Issue Note:	oxy sensor ext warn inq/ power steering gw req

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	117,000
Sale:	02/01/05 12:00 AM
In Service Date:	02/01/05 12:00 AM
Production Date:	12/17/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV09	RECALL/CAMPAIGN CONTACT	RECALL NUMBER	AI37	RECALL # 04E-A04 -- E65/E66 OXYGEN SENSOR D
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wrttr spoke with SM Larry who was able to take the price down from about \$1228.00 to \$1077.00..

Attachments

File Name	Comments

Customer Service Request Detail # 201011900529

Activity Status:	Done	Activity Updated:	4/29/10 12:46PM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	4/29/10 12:44PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cust wife [REDACTED] sensor ext warr inq/ power steering gw req. cust sttd repair will be \$1200 and is requesting gw. cust also sttd she has >		
Note Created: 4/29/10 12:45PM		Note Created By: Fagert, Laura	
Note Type: Customer Interaction			
letter about oxy sensor ext warr, but this issue was included in her estimate. wtr adv bringing letter to dlr and confirmed oxy issue in dcs. wtr adv she will reach out to SM and contact cust within 5 bus days.			
Activity Status:	Done	Activity Updated:	4/30/10 07:06PM
Activity Type	Customer Interaction	Activity Updated By:	Giannini, Lindsey
Activity Assigned To:	Giannini, Lindsey	Email From:	
Activity Created:	4/30/10 07:02PM	Email To:	
Activity Created By:	Giannini, Lindsey		
Activity Description:	CCI req to spk w/Laura. Witr unable to get hold of Laura. Csst dechd to leave VM. Csst std MINI Center wants loaner veh returnd & csst wants MINI>		
Note Created: 4/30/10 07:04PM		Note Created By: Giannini, Lindsey	
Note Type: Customer Interaction			
USA to call MINI Center and wait for Laura to call MINI Center for status update on veh. Csst req. supervisor & tiered 2 to Joe but got dissonctd frm csst.			
Activity Status:	Done	Activity Updated:	4/30/10 07:08PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	4/30/10 07:08PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	escalated from Lindsey R. for supervisor, cust no longer on line, wanted to keep loaner longer		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	4/30/10 07:09PM
Activity Type	Corporate Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	4/30/10 07:09PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wtr spk w CM Laura reg cust		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 201013700236

Customer

Name:	[REDACTED]
Method:	Home Phone
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Service Request

Service Request #:	201013700236
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	5/17/10 10:34AM
Created By:	Hess, Ryan
Rep Assigned:	Moore, Cody
Date Assigned:	5/17/10 10:35AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/26/10 11:41AM
Close Rep:	Moore, Cody
Issue Note:	Power Steering Complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	64,000
Sale:	06/30/04 12:00 AM
In Service Date:	06/30/04 12:00 AM
Production Date:	05/18/04 12:00 AM

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

Solution
closing pending cst c/b;

Attachments

File Name	Comments

Customer Service Request Detail # 201013700236

Activity Status:	Done	Activity Updated:	5/17/10 10:34AM
Activity Type	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	Etemitytooshort@hotmail.com
Activity Created:	5/13/10 06:30PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		
Note Created:	Note Created By:	Note Type:	
		[REDACTED]	
		[REDACTED]	
		[REDACTED]	
		VHM: N/A	
		Question / Comment:	
		Safety concern on power steering failure. Should be a recall. 1,000's and 1,000's of people have had this SAME problem. I need it repaired, it needs to be recalled. People are unsafe and someone is going to get hurt, or worse, die. Please contact me regarding this issue and	
		Thanks	
		[REDACTED]	
Activity Status:	Done	Activity Updated:	5/17/10 10:35AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	5/17/10 10:34AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1482881388]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201013700236

██████████

Thanks for writing MINI regarding your power steering.

Your case has been forwarded to Cody at 1.866.ASK.MINI (275-6464), extension 6133. Cody is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Paras
 MINI Customer Relations and Services
 Representative

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

From ██████████
 Sent: 5/17/2010 12:00:00 AM
 To: miniassist <MINIAssistance@askminiusa.com>
 Subject: General customer service

██████████
 ██████████
 Vm: N/A

Question / Comment:

Safety concern on power steering failure. Should be a recall. 1,000's and 1,000's of people have had this SAME problem. I need it repaired, it needs to be recalled. People are unsafe and someone is going to get hurt, or worse, die. Please contact me regarding this issue and

Thanks
 ██████████

Activity Status:	Done	Activity Updated:	5/19/10 02:36PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/19/10 02:36PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	wtr called cst, (805) 766-5850, lvm requesting c/b;		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	5/20/10 05:52PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Email From:	
Activity Created:	5/20/10 05:50PM	Email To:	
Activity Created By:	Moore, Cody		
Activity Description:	cst called in, wtr advd that w/ low mileage, original owner we could look into asst if dlr has regularly serviced vehicle;		

Note Created: 5/20/10 05:51PM	Note Created By: Moore, Cody	Note Type: Customer Interaction
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Customer Service Request Detail # 201013700236

advd cst that no asst guaranteed, advd that being almost 2 yrs outside warranty make it difficult to asst, however would be happy to look into it; advd cst to get a formal diagnosis of problem and contact wrtr; cst will call when has gotten vehicle in the shop;	
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Customer Service Request Detail # 201013701084

Customer

Name:	[REDACTED]
Preferred Communication Method:	
Work #:	
Home #:	
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	Apt 1
City/State/Zip:	Boston, MA [REDACTED]

Service Request

Service Request #:	201013701084
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	5/17/10 03:46PM
Created By:	Spenthoff, Stefan
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	5/17/10 03:46PM
Assigned Dealer:	Herb Chambers MINI of Boston
Identified Dealer:	Herb Chambers MINI of Boston
Date Resolved:	
Resolve Rep:	
Date Closed:	5/17/10 05:56PM
Close Rep:	Spenthoff, Stefan
Issue Note:	Power steering pump complaint, stts known issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	76,000
Sale:	10/13/03 12:00 AM
In Service Date:	10/13/03 12:00 AM
Production Date:	09/10/03 12:00 AM

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

Solution
Wtr adv the cust no recalls, etc, so cust pay issue. Wtr suggested speaking with ServMgr to discuss issue further to see if something else should be done regarding this concern. SW ServMgr Marc, who stts he may try to help the cust out a little and will handle on his end. Wtr thanked SM Marc, call disconnected.

Attachments

File Name	Comments

Customer Service Request Detail # 201013701084

Activity Status:	Done	Activity Updated:	5/17/10 03:47PM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	5/17/10 03:46PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Power steering pump complaint, sts known issue. Cust wants MINI to cover issue.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/17/10 04:04PM
Activity Type	Dealer Interaction	Activity Updated By:	Riaz, Mediha
Activity Assigned To:	Riaz, Mediha	Email From:	
Activity Created:	5/17/10 04:01PM	Email To:	
Activity Created By:	Riaz, Mediha		
Activity Description:	Marc Raven from Herb chamber ci/for CM. CM n/a. wrtr/connected dlr to CM's VM.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/17/10 04:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	5/17/10 04:10PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	ServMgr Marc left me a msg to call him back @ ext 217.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/17/10 05:55PM
Activity Type	Dealer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	5/17/10 05:51PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	SW ServMgr Marc, who sts he may try to help the cust out a little and will handle on his end. Wrtr thanked SM Marc, call disconnected.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201016500210

Customer

Name:	[REDACTED]
Preferred Communication Method:	Cell Phone
Work #:	
Home #:	
Cell #:	[REDACTED] 0
Street Address:	[REDACTED]
Apt/Ste:	
City/State/Zip:	Suwanee, GA [REDACTED]

Service Request

Service Request #:	201016500210
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	6/14/10 10:13AM
Created By:	Rivera, David
Rep Assigned:	Rivera, David
Date Assigned:	6/14/10 10:20AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/14/10 10:23AM
Close Rep:	Rivera, David
Issue Note:	Customer called, complaining on power steering pump failure and dealer service.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	06/09/05 12:00 AM
In Service Date:	06/09/05 12:00 AM
Production Date:	12/11/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV02	Retailer/Center Dissatisfaction Service	RETAILER DISSATISFACTION GE	AU01	RETAILER DISSATISFACTION GENERAL
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
Wtr refered cust to another dealer, doc'd SR compalint

Attachments

File Name	Comments

Customer Service Request Detail # 201016500210

Activity Status:	Done	Activity Updated:	6/14/10 10:23AM
Activity Type	Customer Interaction	Activity Updated By:	Rivera, David
Activity Assigned To:	Rivera, David	Email From:	
Activity Created:	6/14/10 10:20AM	Email To:	
Activity Created By:	Rivera, David		
Activity Description:	Customer wife called, complaining on power steering pump failure and dealer service. Wtr refered cust to another dealer, doc'd SR complaint		
Note Created: 6/14/10 10:21AM		Note Created By: Rivera, David	Note Type: Customer Interaction
Cust sttd felt conversations held by associates at Global BMW inappropriate, and felt like she was not properly addressed with assistance.			

Customer Service Request Detail # 201019500692

Customer

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

Service Request

Service Request #:	201019500692
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/14/10 02:51PM
Created By:	Spenthoff, Stefan
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	7/14/10 02:51PM
Assigned Dealer:	Lauderdale MINI
Identified Dealer:	Lauderdale MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/15/10 10:54AM
Close Rep:	Spenthoff, Stefan
Issue Note:	Cust looking for GW for power steering repair, \$500.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	62,000
Sale:	12/31/04 12:00 AM
In Service Date:	12/31/04 12:00 AM
Production Date:	12/15/04 12:00 AM

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
Adv cust no further GW other than the 20% the dlrshp already offered. Cust thanked wrtr for trying.

Attachments

File Name	Comments

Customer Service Request Detail # 201019500692

Activity Status:	Done	Activity Updated:	7/14/10 02:55PM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	7/14/10 02:51PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Cust looking for GW for power steering repair, \$500. Cust stts dlshp offered \$100 off.>>>>		

Note Created: 7/14/10 02:54PM Note Created By: Spenthoff, Stefan Note Type: Customer Interaction

Wrtr adv it's possible that is the only GW offer available, but adv I would contact the ServMgr Dan to discuss further. Wrtr placed cust on hold to call the dlshp.

Activity Status:	Done	Activity Updated:	7/14/10 02:55PM
Activity Type	Dealer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	7/14/10 02:55PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Left msg for the ServMgr Dan to call me back, adv of the customer's request.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/14/10 02:56PM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	7/14/10 02:56PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Adv the customer I left a msg for the ServMgr to call me back, adv will call her back once I get more info within 5 business days at the most.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/15/10 10:15AM
Activity Type	Dealer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	7/15/10 10:15AM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	ServMgr Dan adv 20% off offer already, nothing more nec. [REDACTED]		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/15/10 10:53AM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	7/15/10 10:53AM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Adv cust no further GW other than the 20% the dlshp already offered. Cust thanked wrtr for trying.		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 201019700097

Customer

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

Service Request

Service Request #:	201019700097
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	7/16/10 09:41AM
Created By:	Hess, Ryan
Rep Assigned:	Gillum, Aaron
Date Assigned:	7/16/10 09:43AM
Assigned Dealer:	Patrick MINI
Identified Dealer:	Patrick MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/26/10 05:19PM
Close Rep:	Gillum, Aaron
Issue Note:	Power Steering Failure Complaint

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	58,000
Sale:	11/22/03 12:00 AM
In Service Date:	11/22/03 12:00 AM
Production Date:	10/30/03 12:00 AM

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

Solution
Wtr advsd no post-warranty assist avail due to age of vehicle.

Attachments

File Name	Comments

Customer Service Request Detail # 201019700097

Activity Status:	Done	Activity Updated:	7/16/10 09:43AM
Activity Type	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	patg@questsoftware.com
Activity Created:	7/14/10 05:43PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		

Note Created:	Note Created By:	Note Type:
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	First name: [REDACTED] Last name: [REDACTED] VIN: WMWRC53414 [REDACTED] Question / Comment: please provide me with the regional manager in charge of service for the Chicago, IL market. I have a 2004 Mini that almost took my daughter's life due to the power steering going out while at 60 MPH.
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Activity Status:	Done	Activity Updated:	7/16/10 09:43AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	7/16/10 09:41AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Inquiry [1-1549193836]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201019700097

Hi [REDACTED]

Thanks for writing MINI regarding your 2004 MINI Cooper.

Your case has been forwarded to Aaron at 1.866.ASK.MINI (275-6464), extension 7609. He is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Paras
 MINI Customer Relations and Services
 Representative

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

From: [REDACTED]
 Sent: 7/16/2010 12:00:00 AM
 To: miniassist <MINIAssistance@askminiusa.com>
 Subject: General customer service

[REDACTED]

Vin: WMWRC33414 [REDACTED]

Question / Comment:

please provide me with the regional manager in charge of service for the Chicago, IL market. I have a 2004 Mini that almost took my daughter's life due to the power steering going out while at 60 MPH.

Activity Status:	Done	Activity Updated:	7/16/10 12:38PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/16/10 12:37PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Wtr lvm@[REDACTED] req callback, advsd that contact with regional management not possible, but wtrr would discuss.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	7/19/10 05:53PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/19/10 11:40AM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	cust lvm req callback [REDACTED]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201019700097

Activity Status:	Done	Activity Updated:	7/19/10 04:31PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/19/10 04:31PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	cust lvm req callback [REDACTED]		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	7/20/10 02:36PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/19/10 05:54PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Cust father states that power steering goes out when driving for longer distance, if you let veh sit for 10-15 minutes, then power steering returns.>>		
Note Created: 7/19/10 05:56PM		Note Created By: Gillum, Aaron	
		Note Type: Customer Interaction	
<p>Cust stts that this is a "known" issue. Wtrr advsd unknown if this is a problem throughout entire product line. cust stts that issue not diagnosed.</p> <p>Wtrr advsd that we cannot proceed unless issue formally diagnosed by dlr. Cust stts that he will sched service with Patrick MINI and then callback. Cust unhappy that dlr pricing varies between 750 and 1500 dollars. Wtrr advsd that dealer pricing is independent.</p>			
Activity Status:	Done	Activity Updated:	7/21/10 12:02PM
Activity Type	Dealer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/20/10 02:33PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	SrvCM-Bill advsd power steering pump needs replaced, nothing unusual about failure>>		
Note Created: 7/20/10 02:35PM		Note Created By: Gillum, Aaron	
		Note Type: Dealer Interaction	
<p>SrvCM-Bill advsd that he can't support power steering failure as a safety issue. SrvCM-Bill advsd that he would provide the customer a 10% discount from dealer. Wtrr advsd would inform cust that no assist beyond 10% provided by dealer.</p>			
Activity Status:	Done	Activity Updated:	7/20/10 02:49PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/20/10 02:49PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	cust stts veh at dlr, diag should be complete Tue.		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 201019700097

Activity Status:	Done	Activity Updated:	7/21/10 12:02PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/21/10 12:02PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Wrtr lvm [REDACTED] req callback.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	7/22/10 12:08PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/21/10 04:14PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	cust lvm req callback		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	7/22/10 12:08PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/22/10 12:08PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Wrtr lvm [REDACTED] eq callback.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	7/26/10 05:18PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/26/10 05:13PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Cust lvm req callback, req wrtr provide resolution in VM.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	7/26/10 05:18PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/26/10 05:18PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Wrtr lvm advsng no assist avail. Wrtr provided NJ PO box as requested.		
Note Created:		Note Created By:	

Customer Service Request Detail # 201020900515

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Apt 17a
 Chicago, IL [REDACTED]

Service Request

Service Request #: 201020900515
 Brand: MINI
 Type: Complaint
 Current Status: Closed
 Date Opened: 7/28/10 12:46PM
 Created By: Mullins, Marlen
 Rep Assigned: Mullins, Marlen
 Date Assigned: 7/28/10 12:49PM
 Assigned Dealer: Knauz MINI
 Identified Dealer: Knauz MINI
 Date Resolved:
 Resolve Rep:
 Date Closed: 7/30/10 11:25AM
 Close Rep: Mullins, Marlen
 Issue Note: Power Steering issues/ cust stts she would like some assistance.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2005
 Model: Cooper
 Mileage: 56,000
 Sale: 01/31/05 12:00 AM
 In Service Date: 01/31/05 12:00 AM
 Production Date: 12/06/04 12:00 AM

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
SV17	REPEAT REPAIR/COMEBACK	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
MM researched the case with SM. MM then called cust to say that no assuistance is available. MM apologized to cust and thanked cust for the case.

Attachments

File Name	Comments

Customer Service Request Detail # 201020900515

Activity Status:	Done	Activity Updated:	7/28/10 12:53PM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	7/28/10 12:49PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	Power Steering issues/ cust stts she would like some assistance. Cust stts that she has issues with the power steering. Cust stts now she is faced with		
Note Created: 7/28/10 12:49PM		Note Created By: Mullins, Marlen	
Note Type: Customer Interaction			
an almost \$1000 repair. Cust stts she would like some financial assistance. Cust stts she would really like some assistance! Cust stts she is not the original owner. Firt time that MINI is at Knauz and cust stts she loves the dealer- the poeple ar4e just great!			
Activity Status:	Done	Activity Updated:	7/28/10 06:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	7/28/10 06:30PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	MM left message for SM.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/29/10 10:56AM
Activity Type	Dealer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	7/29/10 10:56AM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	SM left MM a message. SM stts that cust is outside the warranty and the Self-Authorization. SM stts that cust has to pay for the repairs.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/29/10 10:58AM
Activity Type	Dealer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	7/29/10 10:58AM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	MM returned SM Dave's phone call. MM left message. MM asked what SM thinks of assistance.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/30/10 09:24AM
Activity Type	Dealer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	7/30/10 09:24AM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	SM David left MM another mesage. SM stts he will not support assistance! SM stts that his BMW Rep will not approve if SM does not support!		

Customer Service Request Detail # 201020900515

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	7/30/10 11:25AM		
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen		
Activity Assigned To:	Mullins, Marlen	Email From:			
Activity Created:	7/30/10 11:23AM	Email To:			
Activity Created By:	Mullins, Marlen				
Activity Description:	MM left message for cust [REDACTED] !! MM left cust message, stating that no assistance is available.				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 201021600074

Customer

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

Service Request

Service Request #:	201021600074
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	8/4/10 09:21AM
Created By:	Hess, Ryan
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	8/4/10 09:23AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/11/10 10:00AM
Close Rep:	Spenthoff, Stefan
Issue Note:	Power Steering Repeat Issues

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	05/30/05 12:00 AM
In Service Date:	10/05/04 12:00 AM
Production Date:	09/08/04 12:00 AM

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

Solution
Left msg for the customer to call me back, no response within 5 business days. SR closed pending customer call back.

Attachments

File Name	Comments

Customer Service Request Detail # 201021600074

Activity Status:	Done	Activity Updated:	8/4/10 09:23AM
Activity Type:	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	alisalynn218@comcast.net
Activity Created:	8/2/10 04:07PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		
Note Created:		Note Created By:	
		Note Type:	
		<p>VIH: N/A</p> <p>Question / Comment:</p> <p>I have an ongoing problem with my 2005 Mini Cooper S's power steering. I have taken it to the dealer two or three times to have them figure out what is wrong, and each time they do a little something, but it ends up not taking care of it. What procedure do I need to follow in order to take this to a higher level? Please contact me and I can provide more details about the issue.</p>	
Activity Status:	Done	Activity Updated:	8/4/10 09:23AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	8/4/10 09:22AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1568820630]		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 201021600074

		Hi [REDACTED]	
		Thanks for writing MINI regarding your 2005 MINI Cooper S. Your case has been forwarded to Stefan at 1.866.ASK.MINI (275-6464), extension 8807. He is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Paras MINI Customer Relations and Services Representative	
		-----Original Message-----	
		From: [REDACTED] Sent: 8/4/2010 12:00:00 AM To: miniassist <MINIAssistance@askminiusa.com> Subject: General customer service	
		[REDACTED] [REDACTED]	
		Question / Comment: I have an ongoing problem with my 2005 Mini Cooper S's power steering. I have taken it to the dealer two or three times to have them figure out what is wrong, and each time they do a little something, but it ends up not taking care of it. What procedure do I need to follow in order to take this to a higher level? Please contact me and I can provide more details about the issue.	
Activity Status:	Done	Activity Updated:	8/4/10 03:12PM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	8/4/10 03:12PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Left msg for the customer to call me back.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201021700499

Customer

Name:	[REDACTED]
Method:	[REDACTED]
	Watervliet, NY [REDACTED]

Service Request

Service Request #:	201021700499
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	8/5/10 01:24PM
Created By:	Jacobson, Erin
Rep Assigned:	Cavin, Doug
Date Assigned:	8/5/10 01:32PM
Assigned Dealer:	Keeler MINI
Identified Dealer:	Keeler MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	8/12/10 07:21PM
Close Rep:	Cavin, Doug
Issue Note:	Power Steering Complaint-cst was asking for aid, post warranty.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	58,000
Sale:	07/20/07 12:00 AM
In Service Date:	12/31/04 12:00 AM
Production Date:	12/10/04 12:00 AM

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
cst satisfied,center ended up covering the part, and customer covered labor.

Attachments

File Name	Comments

Customer Service Request Detail # 201021700499

Activity Status:	Done	Activity Updated:	8/5/10 01:28PM
Activity Type	Customer Interaction	Activity Updated By:	Jacobson, Erin
Activity Assigned To:	Jacobson, Erin	Email From:	
Activity Created:	8/5/10 01:25PM	Email To:	
Activity Created By:	Jacobson, Erin		
Activity Description:	Call tx from T1 A. Cavanaugh to EJ. Cci sttg same issue w/ power steering going out & that she previously s/w Doug. Cust sttd veh is @ MINI Keeler.>		

Note Created: 8/5/10 01:26PM Note Created By: Jacobson, Erin Note Type: Customer Interaction

Wtr put thru to DC VM per SR 201018800847. Wtr assured email would be sent to DC RE call.

Activity Status:	Done	Activity Updated:	8/5/10 01:34PM
Activity Type	Corporate Interaction	Activity Updated By:	Jacobson, Erin
Activity Assigned To:	Jacobson, Erin	Email From:	
Activity Created:	8/5/10 01:32PM	Email To:	
Activity Created By:	Jacobson, Erin		
Activity Description:	Wtr sent email to DC--see notes>>		

Note Created: 8/5/10 01:32PM Note Created By: Jacobson, Erin Note Type: Corporate Interaction

From: Jacobson Erin, SF4-US-S-5
 Sent: Thursday, August 05, 2010 1:31 PM
 To: Cavin Douglas, SF2-US-
 Subject: 201021700499 Ms. [REDACTED]

Hey Doug,

Ms. Gamble stated she had spoken with you about her power steering issues & that they are happening again, and I transferred her into your voicemail before I realized she actually did not have a previous open case with you, but that you had only documented a complaint. I'm so sorry about that!—otherwise, I would have taken her on as one of my many new cases. Please let me know if you have any questions – my apologies again!

Kind Regards,

Erin Jacobson
 BMW Customer Relations & Services Representative

Activity Status:	Done	Activity Updated:	8/5/10 02:19PM
Activity Type	Customer Interaction	Activity Updated By:	Long, Aimee
Activity Assigned To:	Long, Aimee	Email From:	
Activity Created:	8/5/10 02:19PM	Email To:	
Activity Created By:	Long, Aimee		
Activity Description:	Cci for Doug, declined vm		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	8/5/10 02:20PM
Activity Type	Corporate Interaction	Activity Updated By:	Long, Aimee
Activity Assigned To:	Long, Aimee	Email From:	
Activity Created:	8/5/10 02:19PM	Email To:	
Activity Created By:	Long, Aimee		
Activity Description:	Wtr emailed Doug		

Customer Service Request Detail # 201021700499

Note Created: 8/5/10 02:19PM		Note Created By: Long, Aimee		Note Type: Corporate Interaction	
<p>From: Long Aimee, SF2-US-S-5 Sent: Thursday, August 05, 2010 2:20 PM To: Cavin Douglas, SF2- Subject: 201021700499 [REDACTED]</p> <p>Hi Doug!</p> <p>Ms. Talia Gamble called in for you and is requesting a call back @ [REDACTED]</p> <p>Thanks Doug!!</p> <p>Kind regards, Aimee Long Customer Relations and Services Specialist Telephone (614) 210-8835 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status:	Done	Activity Updated:	8/5/10 03:14PM		
Activity Type	Customer Interaction	Activity Updated By:	Zimmer, Tara		
Activity Assigned To:	Zimmer, Tara	Email From:			
Activity Created:	8/5/10 03:14PM	Email To:			
Activity Created By:	Zimmer, Tara				
Activity Description:	cci for Doug, stted 3rd time since 1pm, Doug @ lunch; wrtr advsd would send urgent message, advsd cust Doug is CM and will be best person to speak to				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	8/5/10 03:18PM		
Activity Type	Corporate Interaction	Activity Updated By:	Zimmer, Tara		
Activity Assigned To:	Zimmer, Tara	Email From:			
Activity Created:	8/5/10 03:15PM	Email To:			
Activity Created By:	Zimmer, Tara				
Activity Description:	wrtr emailed Doug, see notes				
Note Created: 8/5/10 03:17PM		Note Created By: Zimmer, Tara		Note Type: Corporate Interaction	

Customer Service Request Detail # 201021700499

<p>From: Zimmer Tara, SF2-US-S-5 Sent: Thursday, August 05, 2010 3:18 PM To: Cavin Douglas, SF2-II Subject: 201021700499- [REDACTED] Importance: High</p> <p>Hey Doug,</p> <p>Cust ci for 3rd time since 1:00pm today. She stts veh is in svc and she needs to pick it up today in approx 2 hours. She is pretty adamant about getting a cb at 518 951 9008. I advsd you are her case mgr and you have other cases you're working on as well, and that you'll be able to reach out to her as soon as possible.</p> <p>Kind Regards, Tara Zimmer Customer Relations Specialist Telephone (614) 789-2543 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done Activity Type Dealer Interaction Activity Assigned To: Cavin, Doug Activity Created: 8/5/10 03:47PM Activity Created By: Cavin, Doug Activity Description: lvm for Jessica Dugal</p>	<p>Activity Updated: 8/5/10 03:47PM Activity Updated By: Cavin, Doug Emal From: Email To:</p>	
<p>Note Created: Note Created By: Note Type:</p>		
<p>Activity Status: Done Activity Type Customer Interaction Activity Assigned To: Cavin, Doug Activity Created: 8/5/10 03:50PM Activity Created By: Cavin, Doug Activity Description: lvm</p>		
<p>Note Created: Note Created By: Note Type:</p>		
<p>Activity Status: Done Activity Type Dealer Interaction Activity Assigned To: Cavin, Doug Activity Created: 8/9/10 03:29PM Activity Created By: Cavin, Doug Activity Description: wrtr cld for Svc,lvm</p>		
<p>Note Created: Note Created By: Note Type:</p>		

Customer Service Request Detail # 201021700499

Activity Status:	Done	Activity Updated:	8/12/10 07:20PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	8/12/10 07:20PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cst satisfied,center ended up covering the part, and customer covered labor.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201024300411

Customer

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

Service Request

Service Request #:	201024300411
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	8/31/10 11:47AM
Created By:	Stursa, Ashley
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	9/7/10 09:25AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/7/10 02:48PM
Close Rep:	Spenthoff, Stefan
Issue Note:	Overall Quality - Power Steering.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	95,795
Sale:	06/19/04 12:00 AM
In Service Date:	06/19/04 12:00 AM
Production Date:	05/08/04 12:00 AM

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
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
Wtr requested addtl info. Wtr adv no recall on the veh, but adv will document his concerns on the manufactures end. Wtr adv the cust he should take his veh to his local MINI service center for diag.

Attachments

File Name	Comments

Customer Service Request Detail # 201024300411

Activity Status:	Done	Activity Updated:	8/31/10 11:48AM
Activity Type	Email - Inbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	ayue888@gmail.com
Activity Created:	8/30/10 08:28PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Questions about our cars		

Note Created:	Note Created By:	Note Type:
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	<p>[REDACTED]</p> <p>Phone: N/A Vin: N/A</p> <p>Question / Comment:</p> <p>I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was tuning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.</p>
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Activity Status:	Done	Activity Updated:	8/31/10 11:48AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Stursa, Ashley	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	8/31/10 11:47AM	Email To:	
Activity Created By:	Stursa, Ashley		
Activity Description:	Your MINI Correspondence [1-1598021484]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201024300411

Hi [REDACTED]

Thanks for writing to MINI. I was sorry to read of your concerns.

In order to further assist you, please respond with the following information:

- Name and address:
- Daytime telephone number:
- Vehicle Identification Number (VIN):
- Current mileage on vehicle:
- Has your MINI dealer diagnosed your concern?:
- The name of your MINI dealer:

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Stursa
MINI Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 8/31/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Questions about our cars

[REDACTED]

Phone: N/A
Vin: N/A

Question / Comment:

I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.

Activity Status:	Done	Activity Updated:	9/7/10 09:25AM
Activity Type	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	[REDACTED]
Activity Created:	9/2/10 04:07PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your MINI Correspondence [1-1598021484]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201024300411

Sorry for late reply, I thought it was one of those ad email.

And I appreciate your response. Here are the info.

[REDACTED] Irvine, CA [REDACTED]

[REDACTED]

- WMWRC334341 [REDACTED]
- Mileage 95795
- No
- I used to go to Crevier Mini, but now I just go to Sears Auto Center

I still remember I ordered the vehicle and had waited for six months for it!

Anyway, thank you for the response.
On Tue, Aug 31, 2010 at 8:48 AM,
<MINI.Assistance@askminiusa.com<mailto:MINI.Assistance@askminiusa.com>> wrote:
Hi Allan,

Thanks for writing to MINI. I was sorry to read of your concerns.

In order to further assist you, please respond with the following information:

- Name and address:
- Daytime telephone number:
- Vehicle Identification Number (VIN):
- Current mileage on vehicle:
- Has your MINI dealer diagnosed your concern?:
- The name of your MINI dealer:

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Stursa
MINI Customer Relations and Services
Representative

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

From [REDACTED]
Sent: 8/31/2010 12:00:00 AM
To: miniassist
<MINI.Assistance@askminiusa.com<mailto:MINI.Assistance@askminiusa.com>>
Subject: Questions about our cars

[REDACTED]

Phone: N/A
Vin: N/A

Question / Comment:

I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be ...

Customer Service Request Detail # 201024300411

...		... a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.	
Activity Status:	Done	Activity Updated:	9/7/10 09:25AM
Activity Type	Email - Outbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Emal From:	MINLAssistance@askMINIUSA.COM
Activity Created:	9/7/10 09:24AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	RE: Your MINI Correspondence [1-1598021484]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201024300411

Hi [REDACTED]

Thanks for writing MINI.

Your case has been forwarded to Stefan at 1.866.ASK.MINI (275-6464), extension 8807. Stefan is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Megan Laney
MINI Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 9/17/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Correspondence [1-1598021484]

Sorry for late reply, I thought it was one of those ad email.

And I appreciate your response. Here are the info.

[REDACTED] Irvine, CA [REDACTED]

- VMWRC33434T [REDACTED]
- Mileage 95795
- No
- I used to go to Crevier Mini, but now I just go to Sears Auto Center

I still remember I ordered the vehicle and had waited for six months for it!

Anyway, thank you for the response.
On Tue, Aug 31, 2010 at 8:48 AM,
<MINIAssistance@askminiusa.com<mailto:MINIAssistance@askminiusa.com>> wrote:
Hi Allan,

Thanks for writing to MINI. I was sorry to read of your concerns.

In order to further assist you, please respond with the following information:

- Name and address:
- Daytime telephone number:
- Vehicle Identification Number (VIN):
- Current mileage on vehicle:
- Has your MINI dealer diagnosed your concern?:
- The name of your MINI dealer:

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

[REDACTED]
MINI Customer Relations and Services
Representative

...

Customer Service Request Detail # 201024300411

<p>...</p>	<p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 8/31/2010 12:00:00 AM To: miniassist <MINI.Assistance@askminiusa.com<mailto:MINI.Assistance@askminiusa.com>> Subject: Questions about our cars</p> <p>First name: [REDACTED] Last name: [REDACTED]</p> <p>Phone: N/A Vin: N/A</p> <p>Question / Comment:</p> <p>I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.</p>
<p>Activity Status: Done</p> <p>Activity Type: Customer Interaction</p> <p>Activity Assigned To: Spenthoff, Stefan</p> <p>Activity Created: 9/7/10 02:41PM</p> <p>Activity Created By: Spenthoff, Stefan</p> <p>Activity Description: Cust stts power steering goes out intermittenly. Cust stts his MINI serv center hasn't diagnosed issue. Cust stts lots of issues of this oinline.>>></p>	<p>Activity Updated: 9/7/10 02:43PM</p> <p>Activity Updated By: Spenthoff, Stefan</p> <p>Email From:</p> <p>Email To:</p>
<p>Note Created: 9/7/10 02:42PM Note Created By: Spenthoff, Stefan Note Type: Customer Interaction</p>	
<p>Cust thinks it should be a recall. Wrtr adv no recall on the veh, but adv will document his concerns on the manufactures end. Wrtr adv the cust he should take his veh to his local MINI service center for diag.</p>	

Customer Service Request Detail # 201024600093

Customer

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

Service Request

Service Request #:	201024600093
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	9/3/10 09:35AM
Created By:	Hess, Ryan
Rep Assigned:	Tapia, Marissa
Date Assigned:	9/3/10 09:36AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/3/10 06:03PM
Close Rep:	Tapia, Marissa
Issue Note:	GW - Power Steering Pump.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	81,000
Sale:	12/30/04 12:00 AM
In Service Date:	12/30/04 12:00 AM
Production Date:	12/02/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3241	STEERING UNIT COMPONENTS - HYDRAULICS - I
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wtrr adv complaint would be documented-no assistance avail.no dlr mentioned

Attachments

File Name	Comments

Customer Service Request Detail # 201024600093

Activity Status:	Done	Activity Updated:	9/3/10 09:36AM
Activity Type:	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	[REDACTED]
Activity Created:	9/2/10 08:47AM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	Questions about our cars		

Note Created:	Note Created By:	Note Type:
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	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>Vin: N/A</p> <p>Question / Comment:</p> <p>Hello -</p> <p>After experiencing a power steering failure in my 2005 Mini Cooper S this morning, I started doing some research on power steering online. I found a number of articles (mostly in the UK) that referenced a power steering warning for owners of Mini Coopers purchased between 2001 and 2007.</p> <p>The articles noted that the manufacturer error that was causing some of these issues was addressed in January 2005. I purchased my Mini in December 2004, so I'm concerned that my car is suffering from a manufacturer flaw that may put me at risk as a driver, if my power steering goes out intermittently.</p> <p>I have also found stories of this electrical issue causing fires in other Mini Cooper vehicles from similar years. This is of great concern to me. As my car is a 2005, it is no longer under warranty - but this does seem to be a manufacturing issue that has been acknowledged by BMW and Mini.</p> <p>As the articles in the UK suggested concerned owners contact Mini customer service, that is why you're hearing from me now. I'd like to know what options there are for getting this issue corrected - particularly since it seems my car falls under the qualifications for vehicles that had a manufacturing flaw.</p> <p>I've always been very pleased with the customer service that I've received from BMW and Mini, so I trust that this time will be no different. Thanks so much for your time and quick reply.</p> <p>[REDACTED]</p> <p>Articles referenced:</p> <p>http://www.dailymail.co.uk/news/article-1149132/Waming-223-000-Mini-drivers-cars-suffer-sudden-failure-power-steering.html</p> <p>http://www.northamericanmotoring.com/forums/stock-problems-issues/73527-spontaneous-engine-bay-fires.html</p>
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Customer Service Request Detail # 201024600093

Activity Status:	Done	Activity Updated:	9/3/10 09:36AM
Activity Type:	Email - Outbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	9/3/10 09:35AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1601552184]		

Note Created:	Note Created By:	Note Type:
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Hi [REDACTED]

Thanks for writing MINI.

Your case has been forwarded to Marissa at 1.866.ASK.MINI (275-6464), extension 7451. Marissa is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Megan Laney
MINI Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 9/3/2010 12:00:00 AM
To: miniassist <MINLAssistance@askminiusa.com>
Subject: Questions about our cars

[REDACTED]

[REDACTED]

Question / Comment:

Hello -

After experiencing a power steering failure in my 2005 Mini Cooper S this morning, I started doing some research on power steering online. I found a number of articles (mostly in the UK) that referenced a power steering warning for owners of Mini Coopers purchased between 2001 and 2007.

The articles noted that the manufacturer error that was causing some of these issues was addressed in January 2005. I purchased my Mini in December 2004, so I'm concerned that my car is suffering from a manufacturer flaw that may put me at risk as a driver, if my power steering goes out intermittently.

I have also found stories of this electrical issue causing fires in other Mini Cooper vehicles from similar years. This is of great concern to me. As my car is a 2005, it is no longer under warranty - but this does seem to be a manufacturing issue that has been acknowledged by BMW and Mini.

As the articles in the UK suggested concerned owners contact Mini customer service, that is why you're hearing from me now. I'd like to know what options there are for getting this issue corrected - particularly since it seems my car falls under the qualifications for vehicles that had a manufacturing ...

Customer Service Request Detail # 201024600093

...		<p>... flaw.</p> <p>I've always been very pleased with the customer service that I've received from BMW and Mini, so I trust that this time will be no different. Thanks so much for your time and quick reply.</p> <p>[REDACTED]</p> <p>Articles referenced:</p> <p>http://www.dailymail.co.uk/news/article-1149132/Waming-223-000-Mini-drivers-cars-suffer-sudden-failure-power-steering.html</p> <p>http://www.northamericanmotoring.com/forums/stock-problems-issues/73527-spontaneous-engine-bay-fires.html</p>	
Activity Status:	Done	Activity Updated:	9/3/10 11:17AM
Activity Type	Customer Interaction	Activity Updated By:	Tapia, Marissa
Activity Assigned To:	Tapia, Marissa	Email From:	
Activity Created:	9/3/10 11:15AM	Email To:	
Activity Created By:	Tapia, Marissa		
Activity Description:	wtr lm for cust 630-263-4987		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/3/10 04:46PM
Activity Type	Customer Interaction	Activity Updated By:	Tapia, Marissa
Activity Assigned To:	Tapia, Marissa	Email From:	
Activity Created:	9/3/10 04:46PM	Email To:	
Activity Created By:	Tapia, Marissa		
Activity Description:	cust lm for wtr 630-263-4987		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/3/10 06:02PM
Activity Type	Customer Interaction	Activity Updated By:	Tapia, Marissa
Activity Assigned To:	Tapia, Marissa	Email From:	
Activity Created:	9/3/10 05:39PM	Email To:	
Activity Created By:	Tapia, Marissa		
Activity Description:	cust sts MINI not diagnosed at dr.wtr advised no assistance avail.cust requested a complaint be documented on his behalf>		
Note Created: 9/3/10 06:00PM		Note Created By: Tapia, Marissa	
		Note Type: Customer Interaction	
<p>cust would like to note the articles he refrenced in his email regarding "known issue" with MINIs.cust feels MINI should cover cost of repair.the cust sts he believes issue to be a manufacturing issue. wtr adv no open recalls on veh.wtr adv US vehicles are built to US specs not UK.cust wanted an email sent to him w/complaint.wtr adv would be documented under his VIN.cust sttd he was going to c/b to have complaint read to him.</p>			

Customer Service Request Detail # 201026000042

Customer

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

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	58,000
Sale:	03/20/05 12:00 AM
In Service Date:	03/20/05 12:00 AM
Production Date:	02/07/05 12:00 AM

Service Request

Service Request #:	201026000042
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	9/17/10 08:05AM
Created By:	Hess, Ryan
Rep Assigned:	Tapia, Marissa
Date Assigned:	9/17/10 08:08AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/21/10 01:01PM
Close Rep:	Tapia, Marissa
Issue Note:	Power steering issues cont.

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
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wrtr called cust once and emailed cust once-closed pending c/b no dlr mentioned wrtr adv at this time no open recalls on veh-sttd MINI handles complaints on a case by case basis.wrtr adv cust if veh is having issues to take it to dlr for diagnosis

Attachments

File Name	Comments

Customer Service Request Detail # 201026000042

Activity Status:	Done	Activity Updated:	9/17/10 08:05AM
Activity Type:	Email - Inbound	Activity Updated By:	Hess, Ryan
Activity Assigned To:	Hess, Ryan	Email From:	[REDACTED]
Activity Created:	9/16/10 12:25AM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Questions about our cars		

Note Created:	Note Created By:	Note Type:
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	<p>[REDACTED]</p> <p>VIN: WMMWRC53435 [REDACTED]</p> <p>Question / Comment:</p> <p>Hello, I wrote to MINI USA earlier this year wondering if there was a recall on any of the minis or mini parts since I had been looking up issues with the power steering. I have started experiencing the problem myself and as I looked through various forums, it seems that this is almost an expected issue for minis when they reach the 50-60k mile mark. I wanted to take my own mini to a dealer to have them fix the issue, but I first wanted to know if MINIUSA has any recommendations at first.</p> <p>When I wrote before, someone contacted me (which was a wonderful surprise) to help me out if I had wanted to repair the part, but since the problem had disappeared, I thought nothing of it until now when it has been showing up more and more (to the point where my rims got scratched on the curb, ouch!).</p> <p>MINI are a great company, and I hold nothing hostile; in fact, I am very pleased with the vehicle itself, but I'm still quite curious as how the company is dealing with that seemingly common and expected issue.</p> <p>T [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	9/17/10 08:05AM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hess, Ryan	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	9/17/10 08:05AM	Email To:	
Activity Created By:	Hess, Ryan		
Activity Description:	Your MINI Correspondence [1-1614990523]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201026000042

Hi [REDACTED]

Thanks for writing MINI.

Your case has been forwarded to Marissa at 1.866.ASK.MINI (275-6464), extension 7451. She is currently looking into your inquiry and will be in touch with you shortly.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Stursa
MINI Customer Relations and Services
Representative

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

[REDACTED] /17/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Questions about our cars

[REDACTED]

[REDACTED]

Vin: WMWRC334351 [REDACTED]

Question / Comment:

Hello, I wrote to MINI USA earlier this year wondering if there was a recall on any of the minis or mini parts since I had been looking up issues with the power steering. I have started experiencing the problem myself and as I looked through various forums, it seems that this is almost an expected issue for minis when they reach the 50-60k mile mark. I wanted to take my own mini to a dealer to have them fix the issue, but I first wanted to know if MINIUSA has any recommendations at first.

When I wrote before, someone contacted me (which was a wonderful surprise) to help me out if I had wanted to repair the part, but since the problem had disappeared, I thought nothing of it until now when it has been showing up more and more (to the point where my rims got scratched on the curb, ouch!).

MINI are a great company, and I hold nothing hostile; in fact, I am very pleased with the vehicle itself, but I'm still quite curious as how the company is dealing with that seemingly common and expected issue.

[REDACTED]

Activity Status:	Done	Activity Updated:	9/17/10 12:40PM
Activity Type:	Customer Interaction	Activity Updated By:	Tapia, Marissa
Activity Assigned To:	Tapia, Marissa	Email From:	
Activity Created:	9/17/10 12:38PM	Email To:	
Activity Created By:	Tapia, Marissa		
Activity Description:	wrtr lm for cust 9517750618		

Note Created: [REDACTED] Note Created By: [REDACTED] Note Type: [REDACTED]

Customer Service Request Detail # 201026000042

Activity Status: Done		Activity Updated: 9/20/10 11:33AM	
Activity Type: Email - Outbound		Activity Updated By: Administrator, Siebel	
Activity Assigned To: Tapia, Marissa		Email From: MINLAssistance@askMINIUSA.COM	
Activity Created: 9/20/10 11:32AM		Email To:	
Activity Created By: Tapia, Marissa			
Activity Description: Your MINI Inquiry [1-1618434241]			
Note Created:		Note Created By:	
		Note Type:	
		<p>H [REDACTED]</p> <p>As requested, we called you at your preferred telephone number to chat about your comments in your recent MINI survey response. However, we haven't been able to reach you.</p> <p>We would like the opportunity to speak with you. Please call the MINI Customer Relations and Services Department Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time at 1-866-ASK-MINI.</p> <p>Thank you.</p> <p>LET'S MOTOR.</p> <p>Marissa Tapia MINI Customer Relations and Services Representative</p>	
Activity Status: Done		Activity Updated: 9/20/10 07:07PM	
Activity Type: Customer Interaction		Activity Updated By: Deschaine, Josh	
Activity Assigned To: Deschaine, Josh		Email From:	
Activity Created: 9/20/10 07:07PM		Email To:	
Activity Created By: Deschaine, Josh			
Activity Description: cust stts needs to talk to marissa, wrtr sent cust to marissa VM			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 9/20/10 07:11PM	
Activity Type: Corporate Interaction		Activity Updated By: Deschaine, Josh	
Activity Assigned To: Deschaine, Josh		Email From:	
Activity Created: 9/20/10 07:10PM		Email To:	
Activity Created By: Deschaine, Josh			
Activity Description: wrtr emailed marissa letting her know Mrs. Tacos called			
Note Created: 9/20/10 07:11PM		Note Created By: Deschaine, Josh	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 201026000042

<p>From: Deschaine Josh, SF2-US-S-5 Sent: Monday, September 20, 2010 7:10 PM To: Tapia Mar F2-US-S-5 Subject: Mrs. [REDACTED] Sr 201026000042</p> <p>Hi, Mrs. [REDACTED] called in and wanted to speak with you. Sent her to your VM</p> <p>Best regards, Joshua M Deschaine Customer Relations and Services Specialist Telephone (614) 210-7949 Fax (614) 789-1992 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.</p>		
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Tapia, Marissa Activity Created: 9/21/10 12:49PM Activity Created By: Tapia, Marissa Activity Description: cust lm for wrtr9517750618</p>	<p>Activity Updated: 9/21/10 12:50PM Activity Updated By: Tapia, Marissa Email From: Email To:</p>	
<p>Note Created: Note Created By: Note Type:</p>		
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Tapia, Marissa Activity Created: 9/21/10 12:57PM Activity Created By: Tapia, Marissa Activity Description: cust wanted to know what MINI was doing in regards to "known power steering "issues>></p>	<p>Activity Updated: 9/21/10 01:01PM Activity Updated By: Tapia, Marissa Email From: Email To:</p>	
<p>Note Created: 9/21/10 01:00PM Note Created By: Tapia, Marissa Note Type: Customer Interaction</p>		
<p>wtrr adv at this time no open recalls on veh-stdt MINI handles complaints on a case by case basis.wtrr adv cust if veh is having issues to take it to dlr for diagnosis</p>		

Customer Service Request Detail # 201027101122

Customer

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

Service Request

Service Request #:	201027101122
Brand:	MINI
Type:	Complaint
Current Status:	Closed
Date Opened:	9/28/10 04:43PM
Created By:	Stursa, Ashley
Rep Assigned:	ONeil, Nicholas
Date Assigned:	10/6/10 02:16PM
Assigned Dealer:	Dreyer & Reinbold MINI
Identified Dealer:	Dreyer & Reinbold MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	10/11/10 12:11PM
Close Rep:	ONeil, Nicholas
Issue Note:	SR 201015800757 - GW - Power Steering Pump.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	72,000
Sale:	07/10/04 12:00 AM
In Service Date:	07/10/04 12:00 AM
Production Date:	05/26/04 12:00 AM

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
CO43	NHTSA Investigation	NHTSA Investigation	GQ02	NHTSA Investigation - MINI Cooper Cooper S (2004 -

Solution Notes

Solution
<p>Cust will call back when vehicle is dropped off at dealer.</p> <p>Case closed pending on customers call back.</p> <p>Wrtr was going to transfer call to reach new case manager to assist csst however call was dropped in process.</p> <p>MM called customer and MM stts that all the needed info are attached to SR.</p> <p>wrtr advsd cust Service Director Mark ran situation past reg mngmnt team who declined to assist on repair. Wrtr apologized for lack of satisfaction and advsd wrtr would document complaint on cust behalf and to CB wrtr direct if any further assist needed</p> <p>wrtr advsd cust Service Director Mark ran situation past reg mngmnt team who declined to assist on repair. Wrtr apologized for lack of satisfaction and advsd wrtr would document complaint on cust behalf and to CB wrtr direct if any further assist needed</p>

Attachments

File Name	Comments

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	9/28/10 04:45PM
Activity Type:	Email - Inbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	[REDACTED]
Activity Created:	9/26/10 07:23PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Shipman 04 MINI		
Note Created:	Note Created By:	Note Type:	
	[REDACTED]		There are 3 attachments; the letter I've drafted giving an account of circumstances surrounding the steering problem associated with my daughter's 2004 MINI; two invoices, one by Stemens Alignment & Brake, the other by Vordeman Motorwerks. Please review at your earliest convenience in the hope that you will be able to respond by Thursday. Thank you. [REDACTED]
Activity Status:	Done	Activity Updated:	9/28/10 04:45PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Stursa, Ashley	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/28/10 04:43PM	Email To:	
Activity Created By:	Stursa, Ashley		
Activity Description:	Your MINI Inquiry [1-1625646789]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201027101122

Hi [REDACTED]

Thanks for writing to MINI.

Our records show that you have recently spoken with Marlen in our Customer Relations Department. I will forward your e-mail to her for review. In the meantime, should you like to reach Marlen directly, she can be reached by calling the below-listed number and entering in extension 2519.

The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).

LET'S MOTOR.

Ashley Stursa
 MINI Customer Relations and Services
 Representative

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

From: [REDACTED]
 Sent: 9/28/2010 12:00:00 AM
 To: C [REDACTED]
 Cc: [REDACTED]
 Subject: Smpman 04 MINI

Marlen,

There are 3 attachments; the letter I've drafted giving an account of circumstances surrounding the steering problem associated with my daughter's 2004 MINI; two invoices, one by Stemens Alignment & Brake, the other by Vordeman Motorwerks.

Please review at your earliest convenience in the hope that you will be able to respond by Thursday.

Thank you.

[REDACTED]

Activity Status:	Done	Activity Updated:	9/28/10 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	9/28/10 04:47PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	MM called customer @(260) 409-3029- MM left message for Bethany.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/29/10 04:47PM
Activity Type	Email - Inbound	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	[REDACTED]
Activity Created:	9/28/10 06:51PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1625646789]		

Customer Service Request Detail # 201027101122

Note Created:	Note Created By:	Note Type:
	<p>Hi Ashley,</p> <p>Thank you, I've actually conversed with Marlen on more than one occasion and had the information you offered but I appreciate your conscientious reach out. Marlen has already contacted my daughter today so I expect to hear from her tomorrow. If not I'll endeavor to reach her on Thursday or Friday.</p> <p>[REDACTED]</p> <p>> Date: Tue, 28 Sep 2010 16:45:27 -0400 > From: CustomerRelations@bmwusa.com > Sub: [REDACTED] 1625646789 > To: [REDACTED] > H: [REDACTED] > > Thanks for writing to MINI. > > Our records show that you have recently spoken with Marlen in our Customer Relations Department. I will forward your e-mail to her for review. In the meantime, should you like to reach Marlen directly, she can be reached by calling the below-listed number and entering in extension 2519. > > The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). > > LET'S MOTOR. > > Ashley Stursa > MINI Customer Relations and Services > Representative > > > > > -----Original Message----- > > From: [REDACTED] > Sent: 9/28/2010 12:00:00 AM > To: C > Cc: [REDACTED] > Subje</p> <p>> Marlen,</p> <p>> > There are 3 attachments; the letter I've drafted giving an account of circumstances surrounding the steering problem associated with my daughter's 2004 MINI; two invoices, one by Stemens Alignment & Brake, the other by Vordeman Motorwerks. > > Please review at your earliest convenience in the hope that you will be able to respond by Thursday. > > Thank you. > > [REDACTED]</p>	

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	9/29/10 03:04PM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	9/29/10 03:04PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	[REDACTED] MM called customer and spoke to wife MM was gover [REDACTED]		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	9/29/10 04:50PM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	9/29/10 04:36PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	[REDACTED] cust asked MM to call [REDACTED] MM spoke with customer. cust stts that a non MINI dealer diagnosed the issue.		
Note Created:	9/29/10 04:39PM	Note Created By:	Mullins, Marlen
Note Type:		Customer Interaction	
Cust stts that he wants the power steering repaired.			
Cust stts he will drop the vehicle off on saturday, Oct9 and MM stts she that then MM will call the dealer on monday or tuesday.			
Cust stts he will call MM when vehicle will be dropped off.			
Activity Status:	Done	Activity Updated:	9/30/10 10:17AM
Activity Type	Email - Inbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	[REDACTED]
Activity Created:	9/29/10 08:18PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	NHTSA Investigation		
Note Created:	Note Created By:	Note Type:	
		Marlen, Are you aware that the National Highway Traffic Safety Administration opened a federal investigation into reported 2004 MINI power steering failures? Please phone me as soon as possible. Thank you. [REDACTED]	
Activity Status:	Done	Activity Updated:	9/30/10 10:17AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Stursa, Ashley	Email From:	CustomerRelations@bmwusa.com
Activity Created:	9/30/10 08:47AM	Email To:	
Activity Created By:	Stursa, Ashley		
Activity Description:	Your MINI Inquiry [1-1629664106]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201027101122

<p>Hi [REDACTED]</p> <p>Thanks for writing to MINI.</p> <p>Our records show that you have recently spoken with Marlen in our Customer Relations Department and that she is currently assisting you. I will forward your e-mail to her for review.</p> <p>The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).</p> <p>LET'S MOTOR.</p> <p>Ashley Stursa MINI Customer Relations and Services Representative</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 9/30/2010 12:00:00 AM Subject: NHTSA Investigation</p> <p>Marlen,</p> <p>Are you aware that the National Highway Traffic Safety Administration opened a federal investigation into reported 2004 MINI power steering failures?</p> <p>Please phone me as soon as possible.</p> <p>Thank you.</p> <p>[REDACTED]</p>			
Activity Status:	Done	Activity Updated:	9/30/10 09:16AM
Activity Type	Dealer Interaction	Activity Updated By:	Kurtz, David
Activity Assigned To:	Kurtz, David	Email From:	
Activity Created:	9/30/10 09:16AM	Email To:	
Activity Created By:	Kurtz, David		
Activity Description:	SM Mark called in for Marlen. wrtr e-mailed Marlen and trans Mark to her VM>>>		
Note Created: 9/30/10 09:16AM		Note Created By: Kurtz, David	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 201027101122

<p>From: Kurtz David, SF4-US-S-5 Sent: Thursday, September 30, 2010 9:16 AM To: Mullins Marlen, SF2- Subject: 201027101122 [REDACTED]</p> <p>Good Morning Marlen, I transferred Service Manager Mark Lazzaro into your voicemail. Just a heads up. Thank you!</p> <p>Kind Regards, Dave Kurtz Customer Relations and Services Representative Telephone (614) 789-7449 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
<p>Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Mullins, Marlen Activity Created: 9/30/10 09:51AM Activity Created By: Mullins, Marlen Activity Description: MM called SM Mark Lazzaro back: Phil FSE said that power steering is investigated. nothing will be done yet- there might be a recall. it is under</p>	<p>Activity Updated: 9/30/10 09:56AM Activity Updated By: Mullins, Marlen Email From: Email To:</p>	
<p>Note Created: 9/30/10 09:55AM Note Created By: Mullins, Marlen Note Type: Dealer Interaction</p>		
<p>investigation and SM sits that there really is no need for customer to bring vehicle in as of right now.. MM sits she will consult with her MINI REM</p>		
<p>Activity Status: Done Activity Type: Corporate Interaction Activity Assigned To: Mullins, Marlen Activity Created: 9/30/10 11:44AM Activity Created By: Mullins, Marlen Activity Description: MM abnd Melinda exchanged emails>></p>	<p>Activity Updated: 9/30/10 11:45AM Activity Updated By: Mullins, Marlen Email From: Email To:</p>	
<p>Note Created: 9/30/10 11:45AM Note Created By: Mullins, Marlen Note Type: Corporate Interaction</p>		

Customer Service Request Detail # 201027101122

RE: PLEASE READ AND SAVE THIS E-MAIL: NHTSA Investigation on MINI Power Assist
Sabo Melinda , SF2-US-S-6
Thu 9/30/2010 11:26 AM
Mullins Marlen, SF2-US-S-5

If the customer is having issues with the vehicle they should bring it to a dealer.

MS

Kind regards,
Melinda E. Sabo
Customer Relations and Services Training Analyst
Telephone
(614) 789-7403
Fax
(614) 789-1992
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: Mullins Marlen, SF2-US-S-5
Sent: Thursday, September 30, 2010 11:25 AM
To: Sabo Melinda , SF2-US-S-6
Subject: RE: PLEASE READ AND SAVE THIS E-MAIL: NHTSA Investigation on MINI Power Assist

I have a case like this....should the customer bring car to dealer or should customer wait for further info?

Marlen

From: Sabo Melinda , SF2-US-S-6
Sent: Thursday, September 30, 2010 10:42 AM
To: Customer Relations
Subject: PLEASE READ AND SAVE THIS E-MAIL: NHTSA Investigation on MINI Power Assist
Importance: High

Official Response - Scripting:

- MINI USA is aware of the investigation but has not received any specifics from NHTSA regarding the 54 complaints alleging loss of power assisted steering while driving on certain model year 2004 - 2005 MINI vehicles. MINI USA places the highest priority on safety and is fully cooperating with NHTSA on this matter.
- Codes specific to this issue will be available in Siebel later today or first thing tomorrow.

Kind regards,
Melinda E. Sabo
Customer Relations and Services Training Analyst
Telephone
(614) 789-7403
Fax
(614) 789-1992
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.

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	9/30/10 11:46AM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	9/30/10 11:46AM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	MM called customer @ [REDACTED] MM left message.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/5/10 05:08PM
Activity Type	Email - Inbound	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	[REDACTED]
Activity Created:	9/30/10 08:00PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1629664106]		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201027101122

A [REDACTED]

I must needs request a Customer Relations Representative to replace Marlen. I'd rather not muddy the already murky waters, and I certainly do not want to seem harsh, but I am not impressed with Marlen's skills to date and this matter is too urgent to continue on as we have. Please consider someone else.

Thank you. If you need or want to contact me regarding this or the original issue with my daughter's MINI please do not hesitate to do so by phoning my cell phone number at 260 409 3024.

[REDACTED]

> Date: Thu, 30 Sep 2010 10:17:24 -0400
> From: CustomerRelations@bmwusa.com
> Sub [REDACTED] 1629664106]
> To [REDACTED]
>
> Hi Keath,
>
> Thanks for writing to MINI.
>
> Our records show that you have recently spoken with Marlen in our Customer Relations Department and that she is currently assisting you. I will forward your e-mail to her for review.
>
> The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).
>
> LET'S MOTOR.
>
> Ashley Stursa
> MINI Customer Relations and Services
> Representative
>
>
>
>
>
> -----Original Message-----
>
> From [REDACTED]
> Sent: 9/30/2010 12:00:00 AM
> [REDACTED]
> Subject: NHTSA investigation
>
> Marlen,
>
> Are you aware that the National Highway Traffic Safety Administration opened a federal investigation into reported 2004 MINI power steering failures?
>
> Please phone me as soon as possible.
>
> Thank you.
>
> [REDACTED]

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	10/4/10 03:00PM
Activity Type	Email - Inbound	Activity Updated By:	Laney, Megan
Activity Assigned To:	Laney, Megan	Email From:	[REDACTED]
Activity Created:	10/1/10 05:00PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: [spam?] FW: Shipman 04 MINI		

Note Created:	Note Created By:	Note Type:
	Richard,	
	<p>Thank you, very much, for the straight "talk". Such forthrightness is admirable and saved me a great deal of time, money, inconvenience, and aggravation. I would really appreciate everyone involved being equally candid and truthful. On that note I must share with you that I've made a formal request for another rep.</p> <p>Please do keep me informed as to your findings with regard to the NHTSA investigation. My daughter is currently making payments on a MINI that cannot be driven, or effectively marketed, until this issue is resolved and repairs are made. The whole affair comes at a bad time and is most unfortunate, but that's life and there are worse things in life than busted inanimate objects. We'll soldier through.</p> <p>Do have a pleasant weekend.</p> <p>[REDACTED]</p> <hr/> <p>From [REDACTED] <[REDACTED]> [REDACTED] 04 MINI Date: Fri, 1 Oct 2010 08:48:32 -0400</p> <p>[REDACTED]</p> <p>I did talk with our director of service here at the dealership, and he is pretty certain our regional manager from MINI would not approve the out of warranty repair. We are given a grace period to o.k. out of warranty repairs if the MINI meets certain criteria, and your MINI does not - it is too far out of warranty and it was not purchased at a MINI dealership. MINI also requires the dealership to contribute 50% of the repair, which we will not be able to do. I will still contact Marlen at BMW, I'm not sure she is aware of the current out-of-warranty policy with MINI. At this point my best advise is to wait to see what the outcome of the power steering investigation will be. We do not have any information from MINI/BMW at this point.</p> <p>Best regards,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <hr/> <p>Sent: [REDACTED] 2010 7:49 PM To: [REDACTED] Subject: RE: [spam?] FW: Shipman 04 MINI ...</p>	

Customer Service Request Detail # 201027101122

...	... Well, I very much appreciate that, Richard. Good luck. All I can get from her is that once you've identified the problem and confirmed that it is, in fact, a pump and/or control unit failure, that she will then report to whomever it is she reports to for an answer as to whether it will or will not be covered. I really don't want to seem harsh, Richard, but this gal is either incompetent or really overworked or just plain ditz. I hate to muddy the waters at this point but I feel that I must request another rep. This is too urgent to be messing around. Thanks again. By the way, something I overlooked...what is the charge for the diagnostic you would do? Would you mind phoning me with that? You can reach me at 260 409 3024. [REDACTED] Subject: RE: [spam?] FW: Shipman 04 MINI Date: Thu, 30 Sep 2010 08:23:11 -0400 [REDACTED] I will contact Marlen at BMW today to what she has in mind. I don't want you to go to all the trouble to transport the MINI down here if the repair will not be covered. [REDACTED] From [REDACTED] Sent [REDACTED] To: [REDACTED] customerrelations@bmwusa.com Subject: [spam?] FW: Shipman 04 MINI [REDACTED] This is everything that was sent to "Marlen", BMW USA. (Of particular interest to you may be Vordenman's diagnostic and assessment.) I needed a little prep time, couldn't make the trip this weekend, but tentatively we're looking at Saturday, October 9th as the day we trailer my daughter's MINI to D&R for your analysis. (FYI: Her MINI is the '04 blue with a white top, white mirrors, sans stripes, and a charcoal leather interior.) I will keep you apprised. Your interest and cooperation is appreciated...thank you. [REDACTED] [REDACTED] To: [REDACTED]@om CC: [REDACTED] Subject: [REDACTED] Date: Su [REDACTED]
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Customer Service Request Detail # 201027101122

...	<p>... 19:22:22 -0400</p> <p>Marlen,</p> <p>There are 3 attachments; the letter I've drafted giving an account of circumstances surrounding the steering problem associated with my daughter's 2004 MINI; two invoices, one by Stemens Alignment & Brake, the other by Vordeman Motorwerks.</p> <p>Please review at your earliest convenience in the hope that you will be able to respond by Thursday.</p> <p>Thank you.</p> <p>██████████</p>
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Activity Status:	Done	Activity Updated:	10/1/10 05:10PM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	10/1/10 05:09PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	cust father ██████ ci, asked if Ashley is a supervisor; adv no, she is a case manager. cust asked I knew Marlen, I advised yes >>		

Note Created: 10/1/10 05:10PM	Note Created By: Robison, Kate	Note Type: Customer Interaction
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<p>adv she is a case ma r as well. ██████ adv he emailed Ashley, writer adv Ashley is O day. ██████ adv he w wait for her return and asked that she call him at ██████</p>	
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Activity Status:	Done	Activity Updated:	10/1/10 05:12PM
Activity Type	Corporate Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	10/1/10 05:10PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	emailed AS >>		

Note Created: 10/1/10 05:10PM	Note Created By: Robison, Kate	Note Type: Corporate Interaction
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Customer Service Request Detail # 201027101122

From: Robison Kate, SF2-US-S-5
Sent: Friday, October 01, 2010 5:09 PM
To: Stursa, US-S-5
Subject: [REDACTED] - 201027101122

Hey Ashley,

Keath Shipman called in and asked me a series of questions, but wouldn't let me help him. He asked that I have you call him back at (260) 627-3021. 201027101122 is the SR that pulled up when he called in. I advised you were out until Tuesday and he said he would wait until then.

Thanks!

Kind regards,
Kate Robison
Customer Relations and Services
Customer Assistance Manager
Telephone
(614) 789-7358
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	10/5/10 08:52AM
Activity Type	Corporate Interaction	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Emal From:	
Activity Created:	10/5/10 08:51AM	Email To:	
Activity Created By:	Stursa, Ashley		
Activity Description:	Wtr emailed Kate >		

Note Created: 10/5/10 08:52AM Note Created By: Stursa, Ashley Note Type: Corporate Interaction

From: Stursa Ashley, SF4-US-S-5
Sent: Tuesday, October 05, 2010 8:52 AM
To: Robi [REDACTED]-5
Subject: [REDACTED] - 201027101122

This is Marlen's case. I went ahead and assigned it to her.

Kind regards,

Ashley Stursa
Customer Relations Assistance Manager

Phone Number
(800) 831-1117
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	10/5/10 05:07PM
Activity Type	Customer Interaction	Activity Updated By:	Mullins, Marlen
Activity Assigned To:	Mullins, Marlen	Email From:	
Activity Created:	10/5/10 05:07PM	Email To:	
Activity Created By:	Mullins, Marlen		
Activity Description:	MM called customer [REDACTED] MM had to leave a message.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/5/10 06:39PM
Activity Type	Customer Interaction	Activity Updated By:	Giannini, Lindsey
Activity Assigned To:	Giannini, Lindsey	Email From:	
Activity Created:	10/5/10 06:39PM	Email To:	
Activity Created By:	Giannini, Lindsey		
Activity Description:	CCI req to spk w/diff. case manager. Wtr was going to tsnfr call to Tier 2 however call got disconnctd.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/6/10 02:16PM
Activity Type	Email - Inbound	Activity Updated By:	Laney, Megan
Activity Assigned To:	Mullins, Marlen	Email From:	[REDACTED]
Activity Created:	10/5/10 07:26PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1629664106]		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 201027101122

Ashley,

Would you be so kind as to telephone me at your earliest convenience? You may reach me at 260-409-3024. I would be most grateful to hear from you by Thursday or Friday of this week. Thank you.

Keath Shipman

> Date: Thu, 30 Sep 2010 10:17:24 -0400
> From: CustomerRelations@bmwusa.com
> [REDACTED] 1629664106]

> [REDACTED]
> H [REDACTED]
> Thanks for writing to MINI.
> Our records show that you have recently spoken with Marlen in our Customer Relations Department and that she is currently assisting you. I will forward your e-mail to her for review.
> The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464).
> LET'S MOTOR.
> Ashley Stursa
> MINI Customer Relations and Services
> Representative

> -----Original Message-----
> From: [REDACTED]
> Sent: 9/30/2010 12:00:00 AM
> Subject: NHTSA investigation

> Marlen,
> Are you aware that the National Highway Traffic Safety Administration opened a federal investigation into reported 2004 MINI power steering failures?
> Please phone me as soon as possible.
> Thank you.
> [REDACTED]

Activity Status:	Done	Activity Updated:	10/6/10 02:16PM
Activity Type	Corporate Interaction	Activity Updated By:	Laney, Megan
Activity Assigned To:	Laney, Megan	Email From:	
Activity Created:	10/6/10 02:16PM	Email To:	
Activity Created By:	Laney, Megan		
Activity Description:	Wtr spoke with NO, stted he would be happy to take on case.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201027101122

Activity Status: Done		Activity Updated: 10/6/10 05:51PM	
Activity Type: General		Activity Updated By: O'Neil, Nicholas	
Activity Assigned To: NET, DCS		Email From:	
Activity Created: 10/6/10 04:35PM		Email To:	
Activity Created By: NET, DCS			
Activity Description: Dealer Created Activity			
Note Created: 10/6/10 04:35PM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Viewed Service Request information: Dealer 27600 on Wed Oct 06 16:35:09 EDT 2010			
Activity Status: Done		Activity Updated: 10/6/10 06:03PM	
Activity Type: Dealer Interaction		Activity Updated By: O'Neil, Nicholas	
Activity Assigned To: O'Neil, Nicholas		Email From:	
Activity Created: 10/6/10 06:00PM		Email To:	
Activity Created By: O'Neil, Nicholas			
Activity Description: wrtr spoke with SM [REDACTED]			
Note Created: 10/6/10 06:01PM		Note Created By: O'Neil, Nicholas	
Note Type: Dealer Interaction			
Richard stts Mark Lazarro is service director. [REDACTED] stts due to parameters of veh- out of war for 2+ years, purchased 3rd party, etc. AAM more than likely would not approve anything and since Mark spoke with RTE who sttd while investigation under way, no repair would be good willed. Richard stts does not see valid reason for cust to tow veh in for diagnosis with this answer from RTE already.			
Activity Status: Done		Activity Updated: 10/6/10 06:34PM	
Activity Type: Customer Interaction		Activity Updated By: O'Neil, Nicholas	
Activity Assigned To: O'Neil, Nicholas		Email From:	
Activity Created: 10/6/10 06:04PM		Email To:	
Activity Created By: O'Neil, Nicholas			
Activity Description: wrtr called [REDACTED] spoke with cust father [REDACTED] >			
Note Created: 10/6/10 06:29PM		Note Created By: O'Neil, Nicholas	
Note Type: Customer Interaction			
wrtr advsd cust Service Director Mark Lazarro had spoken with reg mngmnt team, who is decision making team, who advsd at this time no assistance would be avail on repair. Wrtr advsd Keath that at this time his options on repair would be to either wait until NHTSA investigation is completed, where if cust does this wrtr rec not driving veh if cust is concerned with safety of the veh, or perform repair and if recall ends up being issued seek reimbursement through the Tread Act. Wrtr advsd Keath wrtr does not know current status of NHTSA investigation, but MINiusa is fully cooperating with NHTSA. Wrtr provided Keath wrtr contact information and advsd cust to CB or email wrtr if any further questions or concerns. Keath req wrtr contact him if wrtr hears anything further regarding status of NHTSA investigation or BMWNA reconsiders providing assistance on this repair.			
Activity Status: Done		Activity Updated: 10/8/10 05:23PM	
Activity Type: Customer Interaction		Activity Updated By: Lockman, Adrienne	
Activity Assigned To: Lockman, Adrienne		Email From:	
Activity Created: 10/8/10 05:23PM		Email To:	
Activity Created By: Lockman, Adrienne			
Activity Description: Cust father CI to spk with Nick. Nick NA. wrt frw to VM.			
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 201027101122

Activity Status:	Done	Activity Updated:	10/8/10 05:30PM
Activity Type	Customer Interaction	Activity Updated By:	Shelton, Kevin
Activity Assigned To:	Shelton, Kevin	Email From:	
Activity Created:	10/8/10 05:30PM	Email To:	
Activity Created By:	Shelton, Kevin		
Activity Description:	cci father req case #. wrtr advsd cust that case is attached to VIN.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	10/11/10 11:48AM
Activity Type	Customer Interaction	Activity Updated By:	ONeil, Nicholas
Activity Assigned To:	ONeil, Nicholas	Email From:	
Activity Created:	10/11/10 11:48AM	Email To:	
Activity Created By:	ONeil, Nicholas		
Activity Description:	cust father LVM req CB [REDACTED] stting would like to know complaint number.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	10/11/10 12:11PM
Activity Type	Customer Interaction	Activity Updated By:	ONeil, Nicholas
Activity Assigned To:	ONeil, Nicholas	Email From:	
Activity Created:	10/11/10 12:08PM	Email To:	
Activity Created By:	ONeil, Nicholas		
Activity Description:	wrtr called [REDACTED] spoke with cust father Keath and advsd everything documented under cust first and last name and last 7 of VIN.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 1-1630589017

Customer

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

Service Request

Service Request #:	1-1630589017
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/30/10 01:34PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Pfahl, Kerrie
Date Assigned:	9/30/10 01:36PM
Assigned Dealer:	Checkered Flag MINI
Identified Dealer:	Checkered Flag MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	9/30/10 01:39PM
Close Rep:	Pfahl, Kerrie
Issue Note:	steering power steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	46,000
Sale:	06/21/04 12:00 AM
In Service Date:	06/21/04 12:00 AM
Production Date:	05/27/04 12:00 AM

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

Solution
wrt adv the cust MINiusa is aware of the issue wrt adv cust to take the veh to the dlr to get diag

Attachments

File Name	Comments

Customer Service Request Detail # 1-1630589017

Activity Status:	Done	Activity Updated:	9/30/10 01:38PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	9/30/10 01:36PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	steering power steering issue		
Note Created: 9/30/10 01:37PM		Note Created By: Pfahl, Kerrie	Note Type: Customer Interaction
cust called in inquiring if there was a recall regarding the power steering , wrt adv cust that MINIUSA is aware of the issue and is with with NHTSA wrt adv the cust to take the mini to the dlr to get it diagnosed			

Customer Service Request Detail # 200429300303

Customer

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

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	06/26/04 12:00 AM
In Service Date:	05/29/04 12:00 AM
Production Date:	04/15/04 12:00 AM

Service Request

Service Request #:	200429300303
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	10/19/04 01:04PM
Created By:	Provato, Susan
Rep Assigned:	Kahler, Philip
Date Assigned:	10/19/04 01:04PM
Assigned Dealer:	
Identified Dealer:	Long Beach MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	10/21/04 04:31PM
Close Rep:	Kahler, Philip
Issue Note:	Steering problems ID#8408442

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

Solution
Repair arrangements made for customer.

Attachments

File Name	Comments

Customer Service Request Detail # 200429300303

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Inquiry	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Provato, Susan	Email From:	
Activity Created:	10/19/04 01:06PM	Email To:	
Activity Created By:	Provato, Susan		
Activity Description:	Steering problems ID#8408442		

Note Created: 10/19/04 01:06PM Note Created By: Provato, Susan Note Type: Inquiry

If you are considering to buy a Mini coz you think its cute and cool, think again ! I am a Mini owner and since I have had the car for 2 months now, I have not have a great experience. During the first month with only 1650 miles the car stalled when making a left turn. I noticed too there were steering wheel sound and thumping issues when starting in the morning. My car has little over 3K miles now and for a new car to have issues such early on - its not a good thing. I have owned many cars in my life time and never had such issues with other manufacturers.

When I take the car back to a dealer they told me could not "reproduce" the issues i compained about. So, I wasted my time taking back to the dealer for them to find nothing. If they think i am making issue up they have got to be out of their mind. I have better things to do !!!

I was in the car industry for a few years and I know how the car industry works - front end and back end. In Southern califomia, most dealers are marking up \$2000-2500 above MSRP. Thats big margin to the dealers. They are making at least \$3K from you. Why ? Supply and demand. Supply is limited and demand is high for the Mini. This is the only time dealers can make any money. Once allocation is good to dealers nationwide, dealers will be selling the car way below MSRP. You can then buy the car for probably \$300-500 over dealer invoice. Thats how the car business works.

As for the service, if you are in CA, make sure you have a dealer that is close to your home or office. Not all BMW dealers are Mini authorized. Most Mini dealers in CA will NOT offer you a loaner car unless you own a 5 or 7 series BMW. If you ask me, if i would recommend anyone to buy a Mini ? The answer is = NO .

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Provato, Susan	Email From:	
Activity Created:	10/19/04 01:06PM	Email To:	
Activity Created By:	Provato, Susan		
Activity Description:	POSTED F/U		

Note Created: 10/19/04 01:07PM Note Created By: Provato, Susan Note Type: Customer Interaction

MINI USA Customer Relations on 2004-10-19 at 13:02:00 (posted from: Host: system150.bmwna.com IP: 63.95.170.150)

Subject: Re: buying a new Mini ? think again ! (1 view)

Message: I'm with MINI USA. I've passed this message on to a MINI National Customer Relations Representative who will be in touch with you soon.

Customer Service Request Detail # 200429300303

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	General	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/19/04 01:13PM	Email To:	
Activity Created By:	Provato, Susan		
Activity Description:	SEE NOTE RE: REP ASSIGNMENT		

Note Created: 10/19/04 01:15PM Note Created By: Provato, Susan Note Type: General

THIS POSTER HAS WORKED WITH PHIL KAHLER IN THE PAST

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/19/04 03:39PM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Contact customer.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	10/20/04 11:43AM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	cust called in asking for phil, cust states he had a reference number to call in.		

Note Created: 10/20/04 11:43AM Note Created By: Wenrick, Kevin Note Type: Customer Interaction

advised cust that phil has an open file on this and that writer would give Phil cust's phone number so that he can place a call out to him

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Corporate Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Wenrick, Kevin	Email From:	
Activity Created:	10/20/04 11:47AM	Email To:	
Activity Created By:	Wenrick, Kevin		
Activity Description:	email to Phil w/ cust contact number		

Note Created: 10/20/04 11:47AM Note Created By: Wenrick, Kevin Note Type: Corporate Interaction

Phil,
 This cust called in asking for you. He states that he worked with you in the past and that you were helpful. He says he posted on a message board and was told to call in. When I ran his VIN I see that you do have a current SR for th [REDACTED] like you tried calling him. Anyway he can be reached at his office [REDACTED]
 Thanks,
 Kevin Wenrick
 BMW and MINI Customer Relations
 ph# 800-831-1117 x7684
 Direct# 614-789-7684

Customer Service Request Detail # 200429300303

Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/20/04 04:23PM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Left message for customer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/21/04 11:42AM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Message from customer after hours.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/21/04 11:43AM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Additional message from customer.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/21/04 11:43AM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Spoke with customer.		
Note Created:	10/21/04 11:44AM	Note Created By:	Kahler, Philip
			Note Type: Customer Interaction
Per customer, when turning the steering wheel at time, there is a squeaking type sound. Also, when starting the engine first thing in the morning, there is a thumping type sound for a minute or so then it goes away. Finally, the driver's side windshield wiper does not clean properly. Dealer has looked at the first two items when he was in for service prior and no problem was found.			
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM
Activity Type	Dealer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Kahler, Philip	Email From:	
Activity Created:	10/21/04 11:46AM	Email To:	
Activity Created By:	Kahler, Philip		
Activity Description:	Left message for Duane Malcolm @ Long Beach.		

Customer Service Request Detail # 200429300303

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM		
Activity Type	Dealer Interaction	Activity Updated By:	DupCustRemoval, fm		
Activity Assigned To:	Kahler, Philip	Emal From:			
Activity Created:	10/21/04 02:56PM	Email To:			
Activity Created By:	Kahler, Philip				
Activity Description:	Return call from Duane.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM		
Activity Type	Dealer Interaction	Activity Updated By:	DupCustRemoval, fm		
Activity Assigned To:	Kahler, Philip	Emal From:			
Activity Created:	10/21/04 04:28PM	Email To:			
Activity Created By:	Kahler, Philip				
Activity Description:	Spoke with Duane. Asked him to call customer and arrange a rental to address these issues.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	11/5/05 08:37AM		
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm		
Activity Assigned To:	Kahler, Philip	Emal From:			
Activity Created:	10/21/04 04:31PM	Email To:			
Activity Created By:	Kahler, Philip				
Activity Description:	Confirmed appointment with customer. Call if any problems.				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # 200604502996

Customer

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

Service Request

Service Request #:	200604502996
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/14/06 04:51PM
Created By:	Kessler, Todd
Rep Assigned:	Kessler, Todd
Date Assigned:	2/14/06 04:51PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/14/06 04:53PM
Close Rep:	Kessler, Todd
Issue Note:	customer had a repair done at a 3rd party asking if warranty will cover it.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	01/13/04 12:00 AM
In Service Date:	01/13/04 12:00 AM
Production Date:	12/11/03 12:00 AM

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

Solution
Writer advise warranty repairs are not warrantable from 3rd parties.

Attachments

File Name	Comments

Customer Service Request Detail # 200604502996

Activity Status:	Done	Activity Updated:	2/14/06 04:53PM
Activity Type	Customer Interaction	Activity Updated By:	Kessler, Todd
Activity Assigned To:	Kessler, Todd	Email From:	
Activity Created:	2/14/06 04:52PM	Email To:	
Activity Created By:	Kessler, Todd		
Activity Description:	customer had a repair done at a 3rd party asking if warranty will cover it.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200631000715

Customer

Name:	[REDACTED]
Method:	[REDACTED]
	[REDACTED]
	[REDACTED]
	Lexington Park, MD [REDACTED]

Service Request

Service Request #:	200631000715
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	11/6/06 09:52AM
Created By:	Macerone, Paul A.
Rep Assigned:	Murphy, Robert
Date Assigned:	11/6/06 09:52AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	11/7/06 09:23AM
Close Rep:	Murphy, Robert
Issue Note:	IDD #14326521 - Power steering issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	08/03/04 12:00 AM
In Service Date:	08/03/04 12:00 AM
Production Date:	07/10/04 12:00 AM

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

Solution
Vehicle was repaired by the certified dlr as of Thursday last week.

Attachments

File Name	Comments

Customer Service Request Detail # 200631000715

Activity Status:	Done	Activity Updated:	11/7/06 09:22AM
Activity Type	Inquiry	Activity Updated By:	Murphy, Robert
Activity Assigned To:	Murphy, Robert	Email From:	
Activity Created:	11/6/06 09:53AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	IDD #14326521 - Power steering issue		

Note Created: 11/6/06 09:53AM Note Created By: Macerone, Paul A. Note Type: Inquiry

<http://www.mini2.com/forum/faul-ts-fixes/129362-power-steering-conundrum.html>

Oct 29th, 2006, 05:50 PM #1
 Thor Sanchez
 MINI2 Regular

Join Date: Mar 2004
 Location: Maryland
 Local Time: 09:51 AM
 Posts: 54
 Offline Power Steering Conundrum

I have a 2005 Cooper S. 32000 miles. In the last month I thought I'd noticed the power steering pump whine increasing. Didn't think much of it because it's always made a noise, like all MINIs do.

Took the car into the dealer for the 2nd inspection/oil change a week ago Friday, didn't think to mention the noise. They did the regular service and didn't say anything was wrong.

This week the noise continues to get louder, and there's definitely a different feel to the steering at low speed. It's harder to turn and the noise is clearly louder when the wheel is turned. So I do a search on the forums and see there's a number of people with power steering pump failures and/or leaks. So I check out my power steering fluid - it's low, almost off the dipstick. I've never noticed any leaks, or puddles of fluid.

1. Shouldn't the dealer have checked this last week?
2. I'm an hour and a half from the dealer. They won't/can't ship the fluid to me because it's categorized as hazardous material. Should I drive up there in my wife's car to get the fluid to top it off, or should I drive up there in the MINI to have them top it off and check out the pump and power steering system?
3. What damage can you do by driving with low PS fluid?
4. Is there any way for me or the dealer to tell if damage has already been done by driving around for (presumably) weeks with low fluid?

Activity Status:	Done	Activity Updated:	11/6/06 09:56AM
Activity Type	General	Activity Updated By:	Macerone, Paul A.
Activity Assigned To:	Macerone, Paul A.	Email From:	
Activity Created:	11/6/06 09:56AM	Email To:	
Activity Created By:	Macerone, Paul A.		
Activity Description:	posted f/u SEE NOTES		

Note Created: 11/6/06 09:56AM Note Created By: Macerone, Paul A. Note Type: General

Customer Service Request Detail # 200631000715

<http://www.mini2.com/forum/faulst-fixes/129362-power-steering-conundrum.html#post2734089>

Today, 02:55 PM #2 (permalink)
 MINI Division
 MINI2 Regular

Join Date: May 2002
 Local Time: 02:55 PM
 Posts: 64
 Link your Zoints profile [?]
 Invisible

Quote: Originally Posted by [REDACTED] (original)
 I have a 2005 Cooper S. 320 he last month I thought I'd noticed the power steering pump whine increasing. Didn't think much of it because it's always made a noise, like all MINIs do.

Took the car into the dealer for the 2nd inspection/oil change a week ago Friday, didn't think to mention the noise. They did the regular service and didn't say anything was wrong.

This week the noise continues to get louder, and there's definitely a different feel to the steering at low speed. It's harder to turn and the noise is clearly louder when the wheel is turned. So I do a search on the forums and see there's a number of people with power steering pump failures and/or leaks. So I check out my power steering fluid - it's low, almost off the dipstick. I've never noticed any leaks, or puddles of fluid.

1. Shouldn't the dealer have checked this last week?
2. I'm an hour and a half from the dealer. They won't/can't ship the fluid to me because it's categorized as hazardous material. Should I drive up there in my wife's car to get the fluid to top it off, or should I drive up there in the MINI to have them top it off and check out the pump and power steering system?
3. What damage can you do by driving with low PS fluid?
4. Is there any way for me or the dealer to tell if damage has already been done by driving around for (presumably) weeks with low fluid?

I'm with MINI USA. I've passed this message on to a MINI National Customer Relations Representative who will be in touch with you soon.

Activity Status:	Done	Activity Updated:	11/7/06 09:20AM
Activity Type:	Customer Interaction	Activity Updated By:	Murphy, Robert
Activity Assigned To:	Murphy, Robert	Email From:	
Activity Created:	11/7/06 09:20AM	Email To:	
Activity Created By:	Murphy, Robert		
Activity Description:	Contacted customer and was advised that the vehicle has been repaired by the dealership (as of last week).		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200633201802

Customer

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

Service Request

Service Request #:	200633201802
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	11/28/06 02:00PM
Created By:	Brown, Margaret
Rep Assigned:	Brown, Margaret
Date Assigned:	11/28/06 02:00PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	11/28/06 02:25PM
Close Rep:	Brown, Margaret
Issue Note:	power steering motor

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	08/17/04 12:00 AM
In Service Date:	08/17/04 12:00 AM
Production Date:	07/17/04 12:00 AM

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

Solution
adv on power steering, referred to SM

Attachments

File Name	Comments

Customer Service Request Detail # 200633201802

Activity Status:	Done	Activity Updated:	11/28/06 02:24PM
Activity Type	Email - Inbound	Activity Updated By:	Brown, Margaret
Activity Assigned To:	Brown, Margaret	Email From:	pbailey04@charter.net
Activity Created:	11/26/06 10:36AM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	power steering motor		

Note Created:	Note Created By:	Note Type:
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	<p>formid: 1001</p> <p>Comments: Power steering motor won't shut off. when car is turned off, it continues to whine. Am hoping this is covered by warranty, car is 05 and barely 25K miles. Happened on Sat eve, I disconnected battery to save it's charge, will contact local dealer (St. Louis) in AM in hopes this is something covered by warranty, but am leery that it will be totally a no charge repair. Any thoughts/recommendations would be appreciated. Also am concerned since this is an elect. motor running power steering that it should not have failed in 2 years? Is this a sign of things to come? Appreciate a response if you dare.</p> <p>[REDACTED]</p> <p>VIN: WMWRC334X3 [REDACTED]</p> <p>From: [REDACTED]</p> <p>Subject: power steering motor</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2005 MfgNme: MINI ModelNme: Cooper</p> <p>[REDACTED]</p> <p>ContactTime: Afternoon</p> <p>[REDACTED]</p> <p>address: city: Ballwin</p> <p>[REDACTED]</p> <p>UserName [REDACTED] Urgency: Urgent Regarding: Your MINI NetworkScreenName: [REDACTED]</p>
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Customer Service Request Detail # 200633201802

Activity Status:	Done	Activity Updated:	11/28/06 02:25PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Brown, Margaret	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	11/28/06 02:00PM	Email To:	
Activity Created By:	Brown, Margaret		
Activity Description:	RE: power steering motor [1-474384729]		

Note Created:	Note Created By:	Note Type:
		<p>Hi [REDACTED]</p> <p>Thanks for writing MINI. I'm sorry to hear of the problems you are having with your baby's power steering motor.</p> <p>Please be assured the quality of our vehicles receives our constant attention, nevertheless, despite our best efforts, a problem may occur with a particular vehicle or component. I would suggest speaking directly with the service manager at MINI of St. Louis about the concerns that you have regarding coverage and the repair that is needed. The service manager has access to MINI engineering and regional representatives who are in the best position to review your concerns. Just like you, we want to make sure your MINI has top-notch care.</p> <p>I hope that your MINI is running in tip top shape again soon. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Meg Brown MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: [REDACTED] M To: <MINIOwnersLounge@askminiusa.com> Subject: power steering motor</p> <p>formid: 1001</p> <p>Comments: Power steering motor won't shut off. when car is turned off, it continues to whine. Am hoping this is covered by warranty, car is 05 and barely 25K miles. Happened on Sat eve, I disconnected battery to save it's charge, will contact local dealer (St. Louis) in AM in hopes this is something covered by warranty, but am leery that it will be totally a no charge repair. Any thoughts/recommendations would be appreciated. Also am concerned since this is an elect. motor running power steering that it should not have failed in 2 years? Is this a sign of things to come? Appreciate a response if you dare.</p> <p>[REDACTED]</p> <p>ACCOUNTNO: VIN: WMR334X51 [REDACTED]</p> <p>From: [REDACTED] Subject: power steering motor</p> <p>RouteCode1: ...</p>

Customer Service Request Detail # 200633201802

...	... RouteCode2: RouteCode3: Section: Priority Email ModelYear: 2005 MfgNm: MINI ModelNm: Cooper [REDACTED] ContactTime: Afternoon address1: [REDACTED] address2: address3: city: Ballwin state [REDACTED] work: email: [REDACTED] Vins: WWWWRC334A51 [REDACTED] UserName [REDACTED] Urgency: Urgent Regarding: Your MINI NetworkScreenName: [REDACTED]
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Customer Service Request Detail # 200635501289

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Molalla, OR [REDACTED]

Service Request

Service Request #: 200635501289
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 12/21/06 11:53AM
 Created By: Fitzgibbons, Jeff
 Rep Assigned: Fitzgibbons, Jeff
 Date Assigned: 12/21/06 11:53AM
 Assigned Dealer:
 Identified Dealer: MINI of Escondido
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/21/06 05:31PM
 Close Rep: Fitzgibbons, Jeff
 Issue Note: ins co rep seeking corp policy on return of replaced parts

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2005
 Model: Cooper S
 Mileage:
 Sale: 09/17/05 12:00 AM
 In Service Date: 08/31/05 12:00 AM
 Production Date: 08/01/05 12:00 AM

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

Solution
Advsd that BMW does not have a policy re: return of replaced parts. The responsibility is placed in the hands of the provider and is governed by the laws of the state where work is conducted.

Attachments

File Name	Comments

Customer Service Request Detail # 200635501289

Activity Status:	Done	Activity Updated:	12/21/06 11:54AM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/21/06 11:53AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	ins co rep seeking corp policy on return of replaced parts		
Note Created: 12/21/06 11:53AM		Note Created By: Fitzgibbons, Jeff	
Note Type: Customer Interaction			
POC is Dave Finley from Country Insurance & Financial Services @ 877-876-9379. Advsd I would research and cb or have him contacted.			
Activity Status:	Done	Activity Updated:	12/21/06 11:55AM
Activity Type	Dealer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/21/06 11:55AM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for Corkey Deenik, BSM		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	12/21/06 03:33PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	12/21/06 03:33PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	David Finley from Country INS called in for assigned rep. Refused to leave msg in VM. Sent CB request via email per request.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	12/21/06 05:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/21/06 05:28PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	tt Corkey Deenik - std that CA law does not require him to remit parts to 3rd party insurer		
Note Created: 12/21/06 05:28PM		Note Created By: Fitzgibbons, Jeff	
Note Type: Dealer Interaction			
Cited State of California Department of Consumer Affairs Enforcement, Bureau of Automotive Repair. Std that law stipulates that replaced parts can be returned to owner of vehicle only, but must be requested prior to repair being affected.			
Activity Status:	Done	Activity Updated:	12/21/06 05:30PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	12/21/06 05:30PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	LM for Dave Finley		

Customer Service Request Detail # 200635501289

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200723404320

Customer

Name:	Mrs [REDACTED]
[REDACTED]	Method:
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	Dyer, IN [REDACTED]

Service Request

Service Request #:	200723404320
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	8/22/07 06:22PM
Created By:	Dyer, Kristen
Rep Assigned:	Dyer, Kristen
Date Assigned:	8/22/07 06:22PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/22/07 06:23PM
Close Rep:	Dyer, Kristen
Issue Note:	power steering failed. car being towed in.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	10/31/03 12:00 AM
In Service Date:	10/31/03 12:00 AM
Production Date:	09/30/03 12:00 AM

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

Solution
warranty is defined after dealer diagnosis the problem.

Attachments

File Name	Comments

Customer Service Request Detail # 200723404320

Activity Status:	Done	Activity Updated:	8/22/07 06:23PM
Activity Type	Customer Interaction	Activity Updated By:	Dyer, Kristen
Activity Assigned To:	Dyer, Kristen	Email From:	
Activity Created:	8/22/07 06:22PM	Email To:	
Activity Created By:	Dyer, Kristen		
Activity Description:	power steering failed. car being towed in.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200804503148

Customer

Name:	Ms [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	Apt 101
City/State/Zip:	Alexandria, VA [REDACTED]

Service Request

Service Request #:	200804503148
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/14/08 04:52PM
Created By:	Nos, Sonny
Rep Assigned:	Nos, Sonny
Date Assigned:	2/14/08 04:52PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/14/08 04:53PM
Close Rep:	Nos, Sonny
Issue Note:	cx wanted to know where power steering pump was. i advs for him to contact mini service.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	09/16/08 12:00 AM
In Service Date:	10/10/03 12:00 AM
Production Date:	09/15/03 12:00 AM

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

Solution
adsv for cx to talk to dealership regarding power steering fluid.

Attachments

File Name	Comments

Customer Service Request Detail # 200804503148

Activity Status:	Done	Activity Updated:	6/14/09 01:27PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	2/14/08 04:53PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cx wanted to know where power steering pump was. i advs for him to contact mini service.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200814901768

Customer

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

Service Request

Service Request #:	200814901768
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/28/08 01:25PM
Created By:	Smith, Jonathan
Rep Assigned:	Kent, Alison
Date Assigned:	6/5/08 05:08PM
Assigned Dealer:	
Identified Dealer:	Lauderdale MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	6/5/08 05:10PM
Close Rep:	Kent, Alison
Issue Note:	cci stating multiple issues see notes.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	25,000
Sale:	08/31/05 12:00 AM
In Service Date:	08/31/05 12:00 AM
Production Date:	07/13/05 12:00 AM

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

Solution
Writer adv cust that dealer is confident problem is fixed. Cust stated would pick up vehicle. 200814901768

Attachments

File Name	Comments

Customer Service Request Detail # 200814901768

Activity Status:	Done	Activity Updated:	5/28/08 01:30PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/28/08 01:28PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	cci stating multiple issues see notes.		
Note Created: 5/28/08 01:28PM		Note Created By: Smith, Jonathan	
		Note Type: Customer Interaction	
cci stating multiple issues. Cust states vehicle has been in for service for "power steering fan". Cust states vehicle was recently repaired after vehicle shut off on cust's wife on road. Cust states when picking up vehicle, cust noticed AC not working. Cust states vehicle is still in service. Writer to contact dealer.			
Activity Status:	Done	Activity Updated:	5/30/08 01:37PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/30/08 01:32PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer lvm for SA Mark? Number to call is [REDACTED]		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 02:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/30/08 02:47PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Scott from dlr called stating they are trying to determine what teh issues are with the vehicle.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	5/30/08 02:50PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	5/30/08 02:50PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer spoke with cust. Cust stated would like to get out of vehicle as his wife does not want the issues she feels the veh has.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/4/08 12:09PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	6/4/08 12:09PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer lvm for Scott		

Customer Service Request Detail # 200814901768

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 6/5/08 10:06AM			
Activity Assigned To: Smith, Jonathan		Activity Updated By: Smith, Jonathan			
Activity Created: 6/5/08 10:06AM		Emal From:			
Activity Created By: Smith, Jonathan		Email To:			
Activity Description: Scott lvm for cust stating dealer is replacing harmonic balancing system, which should fix issue.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 6/5/08 10:10AM			
Activity Assigned To: Smith, Jonathan		Activity Updated By: Smith, Jonathan			
Activity Created: 6/5/08 10:10AM		Emal From:			
Activity Created By: Smith, Jonathan		Email To:			
Activity Description: writer lvm for Scott at dealer.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Dealer Interaction		Activity Updated: 6/5/08 03:03PM			
Activity Assigned To: Smith, Jonathan		Activity Updated By: Smith, Jonathan			
Activity Created: 6/5/08 03:03PM		Emal From:			
Activity Created By: Smith, Jonathan		Email To:			
Activity Description: SA Scott stated harmonic balancer replaced, which will fix the problem.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Customer Interaction		Activity Updated: 6/5/08 03:06PM			
Activity Assigned To: Smith, Jonathan		Activity Updated By: Smith, Jonathan			
Activity Created: 6/5/08 03:06PM		Emal From:			
Activity Created By: Smith, Jonathan		Email To:			
Activity Description: Writer adv cust that dealer is confident problem is fixed. Cust stated would pick up vehicle.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type: Corporate Interaction		Activity Updated: 6/5/08 05:08PM			
Activity Assigned To: Kent, Alison		Activity Updated By: Kent, Alison			
Activity Created: 6/5/08 05:08PM		Emal From:			
Activity Created By: Kent, Alison		Email To:			
Activity Description: scott weibeld called for John smith, xfer to john					

Customer Service Request Detail # 200814901768

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200815703030

Customer

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

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	03/09/04 12:00 AM
In Service Date:	03/09/04 12:00 AM
Production Date:	02/11/04 12:00 AM

Service Request

Service Request #:	200815703030
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	6/5/08 03:11PM
Created By:	Gammon, Jason
Rep Assigned:	Gammon, Jason
Date Assigned:	6/5/08 03:11PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/6/08 06:35PM
Close Rep:	Gammon, Jason
Issue Note:	power steering pump failure outside of warranty complaint

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT03	PARTS WARRANTY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
power steering pump failure outside of warranty complaint
power steering pump failure outside of warranty complaint
power steering pump failure outside of warranty complaint
power steering pump failure outside of warranty complaint

Attachments

File Name	Comments

Customer Service Request Detail # 200815703030

Activity Status:	Done	Activity Updated:	6/5/08 03:25PM
Activity Type	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	dgetsla@gmail.com
Activity Created:	6/1/08 11:49PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Power Steering Pump Failure		

Note Created:	Note Created By:	Note Type:
		<p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you</p> <p>phone: [REDACTED] Accountno: [REDACTED] VIN: WMWRC33414 [REDACTED]</p> <p>From [REDACTED] Subject: Power Steering Pump Failure</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNm: MINI ModelNm: Cooper</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>address2: address3: city: Arlington Heights</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>VIN: WMWRC33414 [REDACTED]</p> <p>[REDACTED]</p> <p>Urgency: Extremely Urgent Regarding: Your MINI NetworkScreenName [REDACTED]</p>

Customer Service Request Detail # 200815703030

Activity Status:	Done	Activity Updated:	6/5/08 03:25PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	6/5/08 03:11PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	RE: Power Steering Pump Failure [1-768606112]		

Note Created:	Note Created By:	Note Type:
		<p>H [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message----- [REDACTED] M To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure</p> <p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you phone: [REDACTED] Account no: [REDACTED] VIN: WMWRC334141 [REDACTED] From: [REDACTED] Subject: Power Steering Pump ...</p>

Customer Service Request Detail # 200815703030

...		... Failure	
		RouteCode1: RouteCode2: RouteCode3:	
		Section: Priority Email ModelYear: 2004 MfgNm: MINI ModelNm: Cooper	
		[REDACTED]	
		ContactTime: Afternoon	
		address1 [REDACTED] address2: address3: city: Arlington Heights state [REDACTED]	
		WORK [REDACTED] email: [REDACTED] Vins: WMWRC33414 [REDACTED]	
		Urgency: Extremely urgent Regarding: Your MINI [REDACTED] NetworkScreenName [REDACTED]	
Activity Status:	Done	Activity Updated:	6/6/08 12:37PM
Activity Type	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	[REDACTED]
Activity Created:	6/5/08 08:17PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Power Steering Pump Failure [1-768606112]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200815703030

	<p>Jase,</p> <p>If your company can tell me (in writing) that this power steering failure at around 43,000 miles is an unknown problem to MINI and that it is not affecting about 20 to 25 percent of MINI vehicles around this millage, then I will not pursue anything further and will post MINI's response on MINI2.com and northamericanmotoring.com<http://northamericanmotoring.com>.</p> <p>However, my dealership (Patrick MINI of Schaumburg, IL) has already replaced the power steering pump for free based on its premature failure and my knowledge (based on MINI community forums) that this is a common problem. The dealership did not deny that this was a common problem and only charged me \$200 for the labor to install the pump.</p> <p>Unless your company can assert in writing (for view on all MINI forums) that this is not a known problem, then it would only be reasonable for MINI to cover the remaining \$200 that I had to pay in labor costs to have the power steering pump replaced.</p> <p>Thank you for your time and I await your response.</p> <p>[REDACTED]</p> <p>On Thu, Jun 5, 2008 at 2:25 PM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>> wr Hi [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 6/5/2008 12:00:00 AM To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure</p> <p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy ...</p>
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Customer Service Request Detail # 200815703030

... MINI ownership.
The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely.
I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely.
Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump.
Thank
phone [REDACTED]
Acco [REDACTED]
VIN: [REDACTED]
[REDACTED]
Subject: Power Steering Pump Failure
RouteCode1:
RouteCode2:
RouteCode3:
Section: Priority Email
ModelYear: 2004
MfgNm: MINI
ModelNm: Cooper
[REDACTED]
ContactTime: Afternoon
address1: [REDACTED]
address2:
address3:
city: Arlington Heights
stat [REDACTED]
zip [REDACTED]
HomePhone: [REDACTED]
WorkP [REDACTED]
email: [REDACTED]
Vins: WWWWRC33414 [REDACTED]
UserName: [REDACTED]
Urgency: Extremely urgent
Regarding: Your MINI
NetworkScreenName [REDACTED]

Activity Status:	Done	Activity Updated:	6/6/08 12:37PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	6/6/08 12:34PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	RE: Power Steering Pump Failure [1-768606112]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200815703030

	<p>Hi [REDACTED]</p> <p>Please be assured that the quality of our vehicles receives our constant attention. We work on a continual basis to improve our vehicles and rest assured, we have been working diligently to ensure that our new MINIs are the best they can be.</p> <p>MINI is committed to automotive excellence and superior service. We appreciate our customers' input regarding problems they have encountered, and we use it to improve our future models. We want your motoring experience to be a happy one. Therefore, if you were to experience any problems, the warranty is quite extensive.</p> <p>As previously stated, 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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I am happy however, to hear your MINI dealer was able to provide you with a goodwill gesture and assist you with the repair.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: [REDACTED] M To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure [1-768606112]</p> <p>Jase,</p> <p>If your company can tell me (in writing) that this power steering failure at around 43,000 miles is an unknown problem to MINI and that it is not affecting about 20 to 25 percent of MINI vehicles around this millage, then I will not pursue anything further and will post MINI's response on MINI2.com and northamericanmotoring.com<http://northamericanmotoring.com>.</p> <p>However, my dealership (Patrick MINI of Schaumburg, IL) has already replaced the power steering pump for free based on its premature failure and my knowledge (based on MINI community forums) that this is a common problem. The dealership did not deny that this was a common problem and only charged me \$200 for the labor to install the pump.</p> <p>Unless your company can assert in writing (for view on all MINI forums) that this is not a known problem, then it would only be reasonable for MINI to cover the remaining \$200 that I had to pay in labor costs to have the power steering pump replaced.</p> <p>Thank you for your time and I await your response.</p> <p>[REDACTED]</p> <p>On Thu, Jun 5, 2008 at 2:25 PM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>> wrote: Hi ...</p>
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Customer Service Request Detail # 200815703030

...	<p>... [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>[REDACTED] 7/3/2008 12:00:00 AM To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure</p> <p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you phone: [REDACTED] Account# [REDACTED] VIN: WMWRC33414T [REDACTED]</p> <p>From: [REDACTED] Subject: Power Steering Pump Failure</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNme: MINI ModelNme: Cooper</p> <p>firstName: [REDACTED] ...</p>
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Customer Service Request Detail # 200815703030

...		...	
		address2: address3: city: Arlington Heights	
		VIN: WMWRC33414	
		UserName: [redacted] Urgency: Ex [redacted] nt	
		[redacted]	
Activity Status:	Done	Activity Updated:	6/6/08 04:12PM
Activity Type	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Emal From:	[redacted]
Activity Created:	6/6/08 03:45PM	Email To:	[redacted]
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Power Steering Pump Failure [1-768606112]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200815703030

I am very disappointed with the position that MINI has taken on this issue. The power steering pump failure is a common premature problem and you have not denied this. MINI cannot expect to ignore this problem when approached by an owner and still retain a happy owner. I am unsatisfied that MINI will not cover a known defect, regardless of warranty. I appreciate what my dealer has done up to now, and hold them in high regard, but MINI needs to finish the goodwill gesture by covering the labor costs.

If your position is still to ignore the problem I will be contacting the NHTSA to file a complaint regarding the failure and danger of the power steering problem; I will post my story and all email correspondence on all MINI forums; and will tell my story on YouTube.

On Fri, Jun 6, 2008 at 11:37 AM,
<MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>>
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Please be assured that the quality of our vehicles receives our constant attention. We work on a continual basis to improve our vehicles and rest assured, we have been working diligently to ensure that our new MINIs are the best they can be.

MINI is committed to automotive excellence and superior service. We appreciate our customers' input regarding problems they have encountered, and we use it to improve our future models. We want your motoring experience to be a happy one. Therefore, if you were to experience any problems, the warranty is quite extensive.

As previously stated, 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 four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I am happy however, to hear your MINI dealer was able to provide you with a goodwill gesture and assist you with the repair.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Jase Gammon
MINI Customer Relations and Services
Representative
866.ASK.MINI (275-6464)

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

From: [REDACTED]
Sent: 6
To: miniownerslounge <miniownerslounge@intemal>
Subject: Power Steering Pump Failure [1-768606112]

Jase,

If your company can tell me (in writing) that this power steering failure at around 43,000 miles is an unknown problem to MINI and that it is not affecting about 20 to 25 percent of MINI vehicles around this millage, then I will not pursue anything further and will post MINI's response on MINI2.com and northamericanmotoring.com<<http://northamericanmotoring.com>><<http://northamericanmotoring.com>>.

However, my dealership (Patrick MINI of Schaumburg, IL) has already replaced the power steering pump for free based on its premature failure and my knowledge (based on MINI community forums) that this is a common problem. The dealership did not deny that ...

Customer Service Request Detail # 200815703030

...	<p>... this was a common problem and only charged me \$200 for the labor to install the pump.</p> <p>Unless your company can assert in writing (for view on all MINI forums) that this is not a known problem, then it would only be reasonable for MINI to cover the remaining \$200 that I had to pay in labor costs to have the power steering pump replaced.</p> <p>Thank you for your time and I await your response.</p> <p>[REDACTED]</p> <p>On Thu, Jun 5, 2008 at 2:25 PM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com><mailto:MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>>>> H [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>[REDACTED]</p> <p>Sent: 6/5/2008 12:00:00 AM To: minioownerslounge <minioownerslounge@intemail> Subject: Power Steering Pump Failure</p> <p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you ...</p>
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Customer Service Request Detail # 200815703030

...	<p>... in adv phone: [REDACTED] Account: [REDACTED] VIN: WMWRC33414 [REDACTED]</p> <p>[REDACTED]</p> <p>Subject: Power Steering Pump Failure</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNm: MINI ModelNm: Cooper</p> <p>[REDACTED]</p> <p>ContactTime: Afternoon</p> <p>[REDACTED]</p> <p>address2: address3: city: Arlington Heights stat: [REDACTED]</p> <p>[REDACTED]</p> <p>vins: WMWRC33414 [REDACTED]</p> <p>UserName: [REDACTED] Urgency: Extremely urgent Regarding: Your MINI NetworkScreenName: [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	6/6/08 04:12PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gammon, Jason	Email From:	MINLAssistance@askMINIUSA.COM
Activity Created:	6/6/08 04:11PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	RE: Power Steering Pump Failure [1-768606112]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200815703030

	<p>Hi [REDACTED]</p> <p>We have completed a final and thorough review of the facts, and our original decision remains in effect. Since we have no further information to share with you on this matter we are closing the file.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 6/6/08 11:37 AM To: miniownerslounge <miniownerslounge@intema> Subject: Power Steering Pump Failure [1-768606112]</p> <p>I am very disappointed with the position that MINI has taken on this issue. The power steering pump failure is a common premature problem and you have not denied this. MINI cannot expect to ignore this problem when approached by an owner and still retain a happy owner. I am unsatisfied that MINI will not cover a known defect, regardless of warranty. I appreciate what my dealer has done up to now, and hold them in high regard, but MINI needs to finish the goodwill gesture by covering the labor costs.</p> <p>If your position is still to ignore the problem I will be contacting the NHTSA to file a complaint regarding the failure and danger of the power steering problem; I will post my story and all email correspondence on all MINI forums; and will tell my story on YouTube.</p> <p>[REDACTED]</p> <p>On Fri, Jun 6, 2008 at 11:37 AM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>> wr [REDACTED] Hi [REDACTED]</p> <p>Please be assured that the quality of our vehicles receives our constant attention. We work on a continual basis to improve our vehicles and rest assured, we have been working diligently to ensure that our new MINIs are the best they can be.</p> <p>MINI is committed to automotive excellence and superior service. We appreciate our customers' input regarding problems they have encountered, and we use it to improve our future models. We want your motoring experience to be a happy one. Therefore, if you were to experience any problems, the warranty is quite extensive.</p> <p>As previously stated, 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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I am happy however, to hear your MINI dealer was able to provide you with a goodwill gesture and assist you with the repair.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations ...</p>
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Customer Service Request Detail # 200815703030

...	<p>... and Services Representative 866.ASK.MINI (275-6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 6/6/2008 12:00:00 AM To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure [1-768606112]</p> <p>Jase,</p> <p>If your company can tell me (in writing) that this power steering failure at around 43,000 miles is an unknown problem to MINI and that it is not affecting about 20 to 25 percent of MINI vehicles around this millage, then I will not pursue anything further and will post MINI's response on MINI2.com and northamericanmotoring.com<http://northamericanmotoring.com><http://northamericanmotoring.com>.</p> <p>However, my dealership (Patrick MINI of Schaumburg, IL) has already replaced the power steering pump for free based on its premature failure and my knowledge (based on MINI community forums) that this is a common problem. The dealership did not deny that this was a common problem and only charged me \$200 for the labor to install the pump.</p> <p>Unless your company can assert in writing (for view on all MINI forums) that this is not a known problem, then it would only be reasonable for MINI to cover the remaining \$200 that I had to pay in labor costs to have the power steering pump replaced.</p> <p>Thank you for your time and I await your response.</p> <p>[REDACTED]</p> <p>On Thu, Jun 5, 2008 at 2:25 PM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com><mailto:MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>>> >> . Hi [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>...</p>
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Customer Service Request Detail # 200815703030

...	<p>... -----Original Message----- [REDACTED] Sent: 6/3/2008 12:00:00 AM To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure formid: 1001 Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you phone: [REDACTED] AccountNo: VIN: WMWRC33414T [REDACTED] [REDACTED] Steering Pump Failure RouteCode1: RouteCode2: RouteCode3: Section: Priority Email ModelYear: 2004 MfgName: MINI ModelName: Cooper [REDACTED] ContactTime: Afternoon address1: [REDACTED] address2: address3: city: Arlington Heights state: [REDACTED] VIN: WMWRC33414T [REDACTED] [REDACTED] Urgency: Extremely urgent Regarding: ...</p>
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Customer Service Request Detail # 200815703030

...		[REDACTED]	
Activity Status:	Done	Activity Updated:	6/6/08 06:34PM
Activity Type	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	[REDACTED]
Activity Created:	6/6/08 06:30PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Power Steering Pump Failure [1-768606112]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200815703030

	<p>POST 1:</p> <p>http://www.mini2.com/forum/faults-fixes/158121-mini-usa-wont-help-power-steering-problem.html#post3458899</p> <p>On Fri, Jun 6, 2008 at 3:12 PM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>> wrr Hi [REDACTED]</p> <p>We have completed a final and thorough review of the facts, and our original decision remains in effect. Since we have no further information to share with you on this matter we are closing the file.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] > Sent: 6/6/2008 12:00:00 AM To: miniownerslounge <miniownerslounge@internal> Subject: Power Steering Pump Failure [1-768606112]</p> <p>I am very disappointed with the position that MINI has taken on this issue. The power steering pump failure is a common premature problem and you have not denied this. MINI cannot expect to ignore this problem when approached by an owner and still retain a happy owner. I am unsatisfied that MINI will not cover a known defect, regardless of warranty. I appreciate what my dealer has done up to now, and hold them in high regard, but MINI needs to finish the goodwill gesture by covering the labor costs.</p> <p>If your position is still to ignore the problem I will be contacting the NHTSA to file a complaint regarding the failure and danger of the power steering problem; I will post my story and all email correspondence on all MINI forums; and will tell my story on YouTube.</p> <p>Derek Getsla</p> <p>On Fri, Jun 6, 2008 at 11:37 AM, <MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com><mailto:MINIOwnersLounge@askminiusa.com<mailto:MINIOwnersLounge@askminiusa.com>>> >> Hi [REDACTED]</p> <p>Please be assured that the quality of our vehicles receives our constant attention. We work on a continual basis to improve our vehicles and rest assured, we have been working diligently to ensure that our new MINIs are the best they can be.</p> <p>MINI is committed to automotive excellence and superior service. We appreciate our customers' input regarding problems they have encountered, and we use it to improve our future models. We want your motoring experience to be a happy one. Therefore, if you were to experience any problems, the warranty is quite extensive.</p> <p>As previously stated, 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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the ...</p>
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Customer Service Request Detail # 200815703030

...	<p>... warranty parameters, MINI USA cannot offer warranty assistance. I am happy however, to hear your MINI dealer was able to provide you with a goodwill gesture and assist you with the repair.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464)</p> <p>-----Original Message-----</p> <p>[REDACTED]</p> <p>To: [REDACTED] Subject: Power Steering Pump Failure [1-768606112]</p> <p>Jase,</p> <p>If your company can tell me (in writing) that this power steering failure at around 43,000 miles is an unknown problem to MINI and that it is not affecting about 20 to 25 percent of MINI vehicles around this millage, then I will not pursue anything further and will post MINI's response on MINI2.com and northamericanmotoring.com<http://northamericanmotoring.com><http://northamericanmotoring.com>.</p> <p>However, my dealership (Patrick MINI of Schaumburg, IL) has already replaced the power steering pump for free based on its premature failure and my knowledge (based on MINI community forums) that this is a common problem. The dealership did not deny that this was a common problem and only charged me \$200 for the labor to install the pump.</p> <p>Unless your company can assert in writing (for view on all MINI forums) that this is not a known problem, then it would only be reasonable for MINI to cover the remaining \$200 that I had to pay in labor costs to have the power steering pump replaced.</p> <p>Thank you for your time and I await your response.</p> <p>[REDACTED]</p> <p>On Thu Jun 5 2008 at 2:25 PM [REDACTED]</p> <p>Thanks for writing MINI regarding the problems you are having with your vehicle. I apologize for the issues and inconvenience you have experienced with this MINI.</p> <p>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.</p> <p>The warranty for your vehicle provided coverage up to four years or 50,000 miles. Although we empathize with your situation, because your vehicle has exceeded the warranty parameters, MINI USA cannot offer warranty assistance. I would suggest speaking ...</p>
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Customer Service Request Detail # 200815703030

...	<p>... directly with the service manager at your local MINI dealer. They are in the best position to assist you and address your concerns.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED]</p> <p>[REDACTED] [REDACTED] Power Steering Pump Failure</p> <p>formid: 1001</p> <p>Comments: I believe that the power steering pump on my 2004 MINI Cooper has failed, as noticed by an absence of whine from the engine compartment and steering has become extremely heavy. I believe that this failure makes the car dangerous to drive. I enjoy the car and am distressed that I am unable to enjoy MINI ownership. The car is only recently out of warranty (2 months) and given that it is a low-mileage vehicle (43,000 miles), I believe this component has failed prematurely. I am a member of several MINI Enthusiast Communities and am aware that this is a common problem with the MINI. MINI2.com has reports of around 1 in 4 vehicles having this pump fail prematurely. Please let me know if MINI Division of BMW of North America, LLC would be able to aid in the remedy of this potentially dangerous and premature failure of the power steering pump. Thank you phone: [REDACTED] AccountNo: VIN: WMWRC33414T [REDACTED]</p> <p>[REDACTED]</p> <p>Subject: Power Steering Pump Failure</p> <p>RouteCode1: RouteCode2: RouteCode3:</p> <p>Section: Priority Email ModelYear: 2004 MfgNm: MINI ModelNm: Cooper</p> <p>[REDACTED]</p> <p>ContactTime: Afternoon</p> <p>address1: [REDACTED]</p> <p>...</p>
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Customer Service Request Detail # 200815703030

...		... address2: address3: city: Arlington Heights state: [Redacted] [Redacted] Phone: [Redacted] [Redacted] [Redacted] Urgency: Extremely urgent Regarding: Your MINI NetworkScreenName: [Redacted]	
Activity Status:	Done	Activity Updated:	6/9/08 04:17PM
Activity Type:	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	[Redacted]
Activity Created:	6/6/08 06:54PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Fwd: Acknowledgement from NHTSA/ODI of your safety complaint		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200815703030

Now the case is closed. Thank you for your consideration of my complaint.

From: [REDACTED]
Date: Fri, Jun 6, 2008 at 3:45 PM
Subject: [REDACTED] safety complaint
To: [REDACTED]

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is:
10230178-<http://www-odi.nhtsa.dot.gov/complaints/results.cfm?odi_ids=10230178&SearchType=QuickSearch&summary=true&refurl=email>

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. Also, the NHTSA complaint database provides valuable information to other consumers and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

* By phone: 1-888-327-4236 8:00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153

Have your ODI Number available.
(Spanish-speaking operators available)

* By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

To find out more about NHTSA, please go to the Safercar.gov<<http://www.safercar.gov/>>
Web site or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our Privacy Policy<<http://www.nhtsa.dot.gov/portal/site/nhtsa/menuitem.c80262b908ca7ee4ce83662ae0208a0c/>> can be found at this Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

Customer Service Request Detail # 200818301056

Customer

Name:	[REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	4-1G
City/State/Zip:	Burlington, NC [REDACTED]

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	67,000
Sale:	06/26/04 12:00 AM
In Service Date:	03/29/04 12:00 AM
Production Date:	01/31/04 12:00 AM

Service Request

Service Request #:	200818301056
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	7/1/08 12:22PM
Created By:	Smith, Jonathan
Rep Assigned:	Smith, Jonathan
Date Assigned:	7/1/08 12:22PM
Assigned Dealer:	
Identified Dealer:	Flow MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/2/08 12:09PM
Close Rep:	Smith, Jonathan
Issue Note:	cci stating vehicle power steering and transmission went out. Wrtr spoke w/ Chad Spencer 9016926283.

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	TRANSMISSION - MANUAL TRAN	2312	TRANSMISSION - TRANSMISSION MANUAL - LEA

Solution Notes

Solution
writer adv cust to speak with dealer and get vehicle in for service. Writer adv cust of ext in case cust ahs further questions.

Attachments

File Name	Comments

Customer Service Request Detail # 200818301056

Activity Status:	Done	Activity Updated:	7/1/08 12:32PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	7/1/08 12:29PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	cci stating vehicle power steering and transmission went out. Wrtr spoke w/ [REDACTED]		
Note Created: 7/1/08 12:29PM		Note Created By: Smith, Jonathan	
Note Type: Customer Interaction			
cci stating vehicle power steering and transmission went out. Wrtr spoke w/ Chad Spencer 9016926283. Cust sttd he and Ashley have moved from TN to TX and now to NC and have not been to FLOW Mini yet. Cust stts vehicle has not been to dealer.			
Activity Status:	Done	Activity Updated:	7/2/08 12:05PM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	7/2/08 12:05PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer spoke to SA Joe Yoder. Joe sttd might be candidate for GW. Joe adv writer to adv cust to bring veh in and ask for Joe.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/2/08 12:08PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	7/2/08 12:08PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer adv cust to speak with dealer and get vehicle in for service. Writer adv cust of ext in case cust ahs further questions.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200826302292

Customer

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

Service Request

Service Request #:	200826302292
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/19/08 01:53PM
Created By:	Miller, Dan
Rep Assigned:	Miller, Dan
Date Assigned:	9/19/08 01:53PM
Assigned Dealer:	
Identified Dealer:	Northwest MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	9/19/08 01:57PM
Close Rep:	Miller, Dan
Issue Note:	cci-power steering unit may be out and warranty expired 6/26/08.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	47,000
Sale:	06/26/04 12:00 AM
In Service Date:	06/26/04 12:00 AM
Production Date:	05/15/04 12:00 AM

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

Solution
wtr would like assistance, but needs to take car to the dealer for diagnosis.

Attachments

File Name	Comments

Customer Service Request Detail # 200826302292

Activity Status:	Done	Activity Updated:	9/19/08 01:55PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	9/19/08 01:55PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-power steering unit may be out and warranty expired 6/26/08.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200830201193

Customer

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

Service Request

Service Request #:	200830201193
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	10/28/08 11:36AM
Created By:	Brown, Kevin
Rep Assigned:	Brown, Kevin
Date Assigned:	10/28/08 11:36AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/28/08 11:38AM
Close Rep:	Brown, Kevin
Issue Note:	Cci looking for warr exp info as the veh is having an issue with the power steering.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	34,000
Sale:	10/15/04 12:00 AM
In Service Date:	10/15/04 12:00 AM
Production Date:	09/18/04 12:00 AM

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

Solution
Writer provided warr exp info..

Attachments

File Name	Comments

Customer Service Request Detail # 200830201193

Activity Status:	Done	Activity Updated:	10/28/08 11:37AM
Activity Type	Customer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	10/28/08 11:36AM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Cci looking for warr exp info as the veh is having an issue with the power steering.		
Note Created: 10/28/08 11:36AM		Note Created By: Brown, Kevin	Note Type: Customer Interaction
Writer adv cust of the warr exp and adv cust to have the dealer diag issue and offered my cont info for the cust to call back if needed.			

Customer Service Request Detail # 200900801990

Customer

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

Service Request

Service Request #:	200900801990
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/8/09 03:33PM
Created By:	Cumella, Anthony
Rep Assigned:	Cumella, Anthony
Date Assigned:	1/8/09 03:33PM
Assigned Dealer:	MINI of the Hamptons(31-DEC-2010)
Identified Dealer:	MINI of the Hamptons(31-DEC-2010)
Date Resolved:	
Resolve Rep:	
Date Closed:	1/8/09 04:04PM
Close Rep:	Cumella, Anthony
Issue Note:	Cust stts MINI charged \$1,176.00 for steering pump. 3rd party mech gave letter from MINI about prob.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	42,000
Sale:	05/29/04 12:00 AM
In Service Date:	05/29/04 12:00 AM
Production Date:	04/22/04 12:00 AM

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

Solution
wtrr adv cust that his veh doesnt fall in this vin range, cust told wtrr he doesnt have PDC option also. Adv SM will speak with cust also.

Attachments

File Name	Comments
mini2288981 (Archived - Cl	
miniM2288983 (Archived -	

Customer Service Request Detail # 200900801990

Activity Status:	Done	Activity Updated:	1/8/09 03:37PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 03:34PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Cust stts MINI charged \$1,176.00 for steering pump. 3rd party mech gave letter from MINI about prob. Cust stts now one adv him of this concern.		

Note Created:	1/8/09 03:36PM	Note Created By:	Cumella, Anthony	Note Type:	Customer Interaction
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Cust never received letter for prob. Wtr offered to call the dealer to have SM get involved to discuss situation.

Activity Status:	Done	Activity Updated:	1/8/09 03:41PM
Activity Type	Dealer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 03:37PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	SM Dominic Puglisi, stts he will look into situation and call wtr back.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	1/8/09 03:41PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 03:41PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	cust is sending letter and serv action to wtr.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	1/8/09 03:58PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 03:55PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Cust sent letter and service info. See Attach		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	1/8/09 04:01PM
Activity Type	Dealer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 03:58PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	SM Dominic wtr adv of vin range and option. He call Dominic back if he would like.		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200900801990

Activity Status:	Done	Activity Updated:	1/8/09 04:03PM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	1/8/09 04:03PM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	wtr adv cust that his veh doesnt fall in this vin range, cust told wtr he doesnt have PDC option also. Adv SM will speak with cust also.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200902600327

Customer

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

Service Request

Service Request #:	200902600327
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/26/09 09:22AM
Created By:	Rossi, Adam
Rep Assigned:	Rossi, Adam
Date Assigned:	1/26/09 09:22AM
Assigned Dealer:	
Identified Dealer:	Herb Chambers MINI of Boston
Date Resolved:	
Resolve Rep:	
Date Closed:	2/9/09 12:09PM
Close Rep:	Rossi, Adam
Issue Note:	CCI for assistance with power steering.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	40,000
Sale:	10/28/03 12:00 AM
In Service Date:	10/28/03 12:00 AM
Production Date:	09/15/03 12:00 AM

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

Solution
Cust. has rescheduled appmnt. for 2/5/09, will drop veh. off in the morning. Cust. will pay labor costs and [REDACTED] MINI will gw the cost of the part.

Attachments

File Name	Comments

Customer Service Request Detail # 200902600327

Activity Status:	Done	Activity Updated:	1/26/09 09:27AM
Activity Type	Customer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	1/26/09 09:26AM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	CCI for assistance with power steering.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/26/09 05:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	1/26/09 05:19PM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Wrtr. called SM Paul and LVM.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/26/09 05:57PM
Activity Type	Customer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	1/26/09 05:51PM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Wrtr. called cust. to update.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/29/09 05:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	1/29/09 05:13PM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Wrtr. sw Anthony in service, cust. has made his appmnt. for Thursday, Feb. 5th.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	1/30/09 09:58AM
Activity Type	Customer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	1/30/09 09:58AM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Sw cust., he rescheduled appmnt. for Thursday 2/5		
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200902600327

Activity Status:	Done	Activity Updated:	1/30/09 10:00AM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	1/30/09 10:00AM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Cci for Adam, writer transferred.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/6/09 11:04AM
Activity Type	Dealer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	2/6/09 10:48AM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Wtr: called Tara in the sd, cust. paid for labor costs of \$594 and dlr. paid for part.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	2/6/09 11:11AM
Activity Type	Customer Interaction	Activity Updated By:	Rossi, Adam
Activity Assigned To:	Rossi, Adam	Email From:	
Activity Created:	2/6/09 11:11AM	Email To:	
Activity Created By:	Rossi, Adam		
Activity Description:	Called cust. a [REDACTED] lvm.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200908200672

Customer

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

Service Request

Service Request #:	200908200672
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/23/09 01:30PM
Created By:	Smith, Jonathan
Rep Assigned:	Smith, Jonathan
Date Assigned:	3/23/09 01:30PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/23/09 01:36PM
Close Rep:	Smith, Jonathan
Issue Note:	Cust stts she has issue w/ power steering, asked if veh still under warranty

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	11/30/04 12:00 AM
In Service Date:	11/30/04 12:00 AM
Production Date:	10/18/04 12:00 AM

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

Solution
writer adv cust vehicle is out of warranty, cust thanked for information.

Attachments

File Name	Comments

Customer Service Request Detail # 200908200672

Activity Status:	Done	Activity Updated:	3/23/09 01:35PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	3/23/09 01:30PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Cust stts she has issue w/ power steering, asked if veh still under warranty		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200908400551

Customer

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

Service Request

Service Request #:	200908400551
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/25/09 12:35PM
Created By:	Ellis, Jeremy
Rep Assigned:	Ellis, Jeremy
Date Assigned:	3/25/09 12:36PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/25/09 12:40PM
Close Rep:	Ellis, Jeremy
Issue Note:	cci stts steering became tight, turned car off and back on, it is normal.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	54,000
Sale:	05/23/05 12:00 AM
In Service Date:	05/23/05 12:00 AM
Production Date:	01/31/05 12:00 AM

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

Solution
adv to see dlr to inspect unit, gave number to MINI dlr in her area.

Attachments

File Name	Comments

Customer Service Request Detail # 200908400551

Activity Status:	Done	Activity Updated:	3/25/09 12:40PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	3/25/09 12:36PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	cci stts steering became tight, turned car off and back on, it is normal. // adv to see dlr to inspect unit, gave number to MINI dlr in her area.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200911700678

Customer

Name:	[REDACTED]
Method:	8059680100
	[REDACTED]
	Apt Oak
	Santa Barbara, CA [REDACTED]

Service Request

Service Request #:	200911700678
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/27/09 01:33PM
Created By:	Howarth, Sarah
Rep Assigned:	Howarth, Sarah
Date Assigned:	4/27/09 01:34PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/27/09 01:37PM
Close Rep:	Howarth, Sarah
Issue Note:	cust wanted to know what to do about her steering wheel locking up - see note

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	109,000
Sale:	01/24/04 12:00 AM
In Service Date:	01/24/04 12:00 AM
Production Date:	12/07/03 12:00 AM

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
SV06	TECHNICAL ASSISTANCE / INFORMATION	ENGINE - GENERAL	1080	ENGINE - LUBRICATION/OIL

Solution Notes

Solution
Referred cust to her dealership to have her steering wheel diagnosed.

Attachments

File Name	Comments

Customer Service Request Detail # 200911700678

Activity Status:	Done	Activity Updated:	9/1/10 09:57PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	4/27/09 01:34PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	cust wanted to know what to do about her steering wheel locking up - see note		
Note Created: 4/27/09 01:34PM		Note Created By: Howarth, Sarah	Note Type: Customer Interaction
Cust stated that her steering wheel has locked up twice recently and is not sure what to do about it. Suggested that she takes her veh into her dealership to have it checked out. She also asked about oil change intervals. Explained that it is usually every 10-15k miles depending on driving style or once annually if that mileage is not reached.			

Customer Service Request Detail # 200920301065

Customer

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

Service Request

Service Request #:	200920301065
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	7/22/09 07:04PM
Created By:	Steed, Trista
Rep Assigned:	Steed, Trista
Date Assigned:	7/22/09 07:04PM
Assigned Dealer:	Niello MINI
Identified Dealer:	Niello MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/27/09 05:10PM
Close Rep:	Steed, Trista
Issue Note:	Cust requesting GW on power steering pump replacement.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	25,937
Sale:	07/02/04 12:00 AM
In Service Date:	07/02/04 12:00 AM
Production Date:	06/15/04 12:00 AM

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

Solution
Writer spoke w/cust he stated he is tickled w/the resolution, has an appointment next week.
Writer spoke w/cust he stated he is tickled w/the resolution, has an appointment next week.

Attachments

File Name	Comments

Customer Service Request Detail # 200920301065

Activity Status:	Done	Activity Updated:	7/23/09 05:02PM
Activity Type	Email - Inbound	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	lnutter@volcano.net
Activity Created:	7/18/09 11:50PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Comments about our cars		

Note Created:	Note Created By:	Note Type:
	[REDACTED]	question/comment: We have a 2004 Mini and have driven it a total of 25,000 mile of which was a 5,000 mile trip from New York To California. So basically, we ;have on and off driven the 5 year old car for 20,000 miles. The power steering pump needs to be replace at a cost of \$1000.00 or 1/32 cost of a new Mini Convertable. Im beginning to think that the car is a lemon and may paint lemons on the side to advertise it's reliability I know the warranty is over, but with half the miles on the warranty (4 Years or 50,000 miles) something seems terribly wrong with the vehicle and the product. What can you do to help with the unreliable vehicle?

Activity Status:	Done	Activity Updated:	7/23/09 07:47PM
Activity Type	Email - Inbound	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Emal From:	[REDACTED]
Activity Created:	7/22/09 06:49PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your 2004 MINI [1-1135435965]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200920301065

The following information is provided as requested:

[Redacted]
[Redacted]
[Redacted]

Mileage: 23,957

Selling Dealer: Mini of Manhattan
555 West 57th St.
NY, NY 10019-2925

Servicing Dealer: Niello Mini
20020 Fulton Ave
Sacramento, Ca. 955825

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

From: [Redacted]@askMINIUSA.COM
To: [Redacted]
Sent: [Redacted], 2, 2009 12:55 PM
Subject: Your 2004 MINI [1-1135435965]

> Hi [Redacted]

> Thanks for writing MINI. On behalf of MINI, please accept my apology for your dissatisfaction.

> We are glad that you have chosen to voice your concerns by contacting us for customer support. You are welcome to respond in detail to this e-mail or call us at 1-800-831-1117. We would be happy to discuss your concerns and assist you in resolving any issues you may have.

> To better serve you, we ask that you please be ready to share when calling, or include in writing, the following information:

- > 1) Your name, address, and telephone number
- > 2) The last 7 digits of the Vehicle Identification Number (VIN)
- > 3) Your vehicle's mileage
- > 4) Your selling MINI dealer's name
- > 5) Your servicing MINI dealer's name

> We appreciate your business and hope this information is helpful. If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

> LET'S MOTOR.
> Trista Steed
> MINI Customer Relations and Services
> Representative
> 866.ASK.MINI (866.275.6464)

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

[Redacted] 12/2/2009 12:00:00 AM
> To: miniassist <MINI.Assistance@askminiusa.com>
> Subject: General customer service

> question/comment:
> I e-mailed you about my 2004 Mini with 25,000 miles and the power steering pump is bad. I understand this is a problem with the mini. Why haven't you responded to my e-mail. Such low mileage for an important component even though it is out of warranty. What are you going ...

Customer Service Request Detail # 200920301065

...		... to do? >	
Activity Status:	Done	Activity Updated:	7/22/09 07:06PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/22/09 07:04PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Cust requesting GW on power steering pump replacement.		
Note Created: 7/22/09 07:05PM		Note Created By: Steed, Trista	
Note Type: Customer Interaction			
Writer adv cust will contact dealer for diagnosis. WRiter adv cust should be contacted in approx 3-5 business days with a resolution. Can't promise any assistance. Cust states service advisor is Dallas Paul.			
Activity Status:	Done	Activity Updated:	7/22/09 07:24PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/22/09 07:24PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer lm for SM.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/22/09 08:07PM
Activity Type	Customer Interaction	Activity Updated By:	Redpath, Amelia
Activity Assigned To:	Redpath, Amelia	Email From:	
Activity Created:	7/22/09 08:07PM	Email To:	
Activity Created By:	Redpath, Amelia		
Activity Description:	CCI - xfered call to Trista		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/22/09 08:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/22/09 08:14PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Hans called, stated out of self auth but will email MAM so see if any assistance available for repair. Will forward response to writer.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200920301065

Activity Status:	Done	Activity Updated:	7/27/09 05:04PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/27/09 05:04PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Hans stated MINI paying for parts, cust gets labor, cust happy w/resolution and have scheduled appointment.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/27/09 05:07PM
Activity Type	Customer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/27/09 05:07PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Writer spoke w/cust he stated he is tickled w/the resolution, has an appointment next week.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/27/09 05:10PM
Activity Type	Dealer Interaction	Activity Updated By:	Steed, Trista
Activity Assigned To:	Steed, Trista	Email From:	
Activity Created:	7/27/09 05:10PM	Email To:	
Activity Created By:	Steed, Trista		
Activity Description:	Hans emailed writer the resolution.		

Note Created: 7/27/09 05:10PM	Note Created By: Steed, Trista	Note Type: Dealer Interaction
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<p>From: Bob.Zusman@miniusa.com [mailto:Bob.Zusman@miniusa.com] Sent: 7/22, 2009 11:11 PM To: [REDACTED] Subject: RE: [REDACTED]</p> <p>fine.</p> <hr/> <p>From: [REDACTED] Sent: Wednesday, July 22, 2009 5:33 PM To: Zusman Bob, V2-US-V-3-M [REDACTED]; reuter@niello.com</p> <p>Customer is requesting Goodwill on a power steering pump failure. Mileage was 25407 on 07/16/09 when we diagnosed concern I am thinking MINI pays Parts if customer pays labor.</p> <p>Hans Dinse Assistant Service Manager Niello MINI 916-483-6464 hdinse@niello.com</p>	
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Customer Service Request Detail # 200922900531

Customer

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

Service Request

Service Request #:	200922900531
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	8/17/09 12:51PM
Created By:	Spenthoff, Stefan
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	8/17/09 12:52PM
Assigned Dealer:	Flow MINI
Identified Dealer:	Flow MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	8/17/09 12:56PM
Close Rep:	Spenthoff, Stefan
Issue Note:	Cust seeking GW for a steering issue.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	70,000
Sale:	05/01/08 12:00 AM
In Service Date:	03/19/05 12:00 AM
Production Date:	01/28/05 12:00 AM

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

Solution
Wtr offered to reach out to the ServMgr for the cust, but the cust adv he was at Flow MINI right now and he will reach out to the ServMgr himself. Wtr adv the cust to cb with further issues. SR closed pending call back.

Attachments

File Name	Comments

Customer Service Request Detail # 200922900531

Activity Status:	Done	Activity Updated:	8/17/09 12:55PM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	8/17/09 12:52PM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Cust seeking GW for a steering issue.>>>>>		
Note Created: 8/17/09 12:54PM		Note Created By: Spenthoff, Stefan	Note Type: Customer Interaction
Wrtr explained that any GW at this point in the veh life would be given through the ServMgr. Wrtr offered to reach out to the ServMgr for the cust, but the cust adv he was at Flow MINI right now and he will reach out to the ServMgr himself. Wrtr adv the cust to cb with further issues.			

Customer Service Request Detail # 200924700339

Customer

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

Service Request

Service Request #:	200924700339
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/4/09 11:25AM
Created By:	Shelton, Kevin
Rep Assigned:	Shelton, Kevin
Date Assigned:	9/4/09 11:28AM
Assigned Dealer:	
Identified Dealer:	MINI of Concord
Date Resolved:	
Resolve Rep:	
Date Closed:	9/4/09 11:30AM
Close Rep:	Shelton, Kevin
Issue Note:	CCI regarding power steering failure where it goes on and off and finding info online about problem

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	70,000
Sale:	11/13/04 12:00 AM
In Service Date:	11/13/04 12:00 AM
Production Date:	10/04/04 12:00 AM

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
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Solution
wtr advsd cust that vehicle needs to be diagnosed by dealer so problem is found and addressed. wtr advsd no open recall for that issue

Attachments

File Name	Comments

Customer Service Request Detail # 200924700339

Activity Status:	Done	Activity Updated:	9/4/09 11:29AM
Activity Type	Customer Interaction	Activity Updated By:	Shelton, Kevin
Activity Assigned To:	Shelton, Kevin	Email From:	
Activity Created:	9/4/09 11:28AM	Email To:	
Activity Created By:	Shelton, Kevin		
Activity Description:	cust sts power steering has been going on and off for past 2 months and has not taken it to dealer because of the potential cost but found online >		
Note Created: 9/4/09 11:29AM		Note Created By: Shelton, Kevin	Note Type: Customer Interaction
>that issue is a known problem with 01-05 MINI Cooper vehicles			

Customer Service Request Detail # 200925701008

Customer

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

Service Request

Service Request #:	200925701008
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/14/09 03:41PM
Created By:	Howarth, Sarah
Rep Assigned:	Howarth, Sarah
Date Assigned:	9/14/09 03:41PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/14/09 03:43PM
Close Rep:	Howarth, Sarah
Issue Note:	cust stated he heard their was an SIB for the power steering pump - wanted info on that - see note

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	84,000
Sale:	09/27/05 12:00 AM
In Service Date:	09/27/05 12:00 AM
Production Date:	08/22/05 12:00 AM

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

Solution
Explained that a service bulletin describes the problem & the repair for it.

Attachments

File Name	Comments

Customer Service Request Detail # 200925701008

Activity Status:	Done	Activity Updated:	9/14/09 03:42PM
Activity Type	Customer Interaction	Activity Updated By:	Howarth, Sarah
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	9/14/09 03:41PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	cust stated he heard their was an SIB for the power steering pump - wanted info on that - see note		
Note Created: 9/14/09 03:41PM		Note Created By: Howarth, Sarah	Note Type: Customer Interaction
Advsd cust that there are service bulletins on just about everything. Explained that it describes the problem & the repair for it.			

Customer Service Request Detail # 200926500109

Customer

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

Service Request

Service Request #:	200926500109
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/22/09 09:36AM
Created By:	Mammon, Anthony
Rep Assigned:	Doucher, Elizabeth
Date Assigned:	9/23/09 10:09AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/23/09 10:29AM
Close Rep:	Doucher, Elizabeth
Issue Note:	Recall call inquiry on a steering column for 2005 mini cooper s

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	64,000
Sale:	10/22/04 12:00 AM
In Service Date:	10/22/04 12:00 AM
Production Date:	08/26/04 12:00 AM

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
SV03	WARRANTY ELIGIBILITY	ENGINE - INTERNAL & EXTERNA	1178	ENGINE - OXYGEN (LAMBDA) SENSOR
SV06	TECHNICAL ASSISTANCE / INFORMATION	ENGINE - INTERNAL & EXTERNA	1178	ENGINE - OXYGEN (LAMBDA) SENSOR
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	SUNROOF/HARDTOP	5402	SUNROOF LEAKS
SV12	RENTAL/ALTERNATE/LOANER VEHICLE REQUEST	LOANER VEHICLE	BW02	LOANER VEHICLE - REQUEST FOR LOANER VEH
SV18	REQUEST FOR RETAILER LOCATION (SERVICE)	RETAILER LOCATION REQUEST	BV01	RETAILER LOCATION REQUEST
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wrtr advised there was no open recall campaigns on her steering column at this time and referred cust to NHTSA.com for reference and directed her to her nearest mini dealer for diagnosis on a leaky sunroof and O2 sensor. advised that the warranty was exte
wrtr advised there was no open recall campaigns on her steering column at this time and referred cust to NHTSA.com for reference and directed her to her nearest mini dealer for diagnosis on a leaky sunroof and O2 sensor. advised that the warranty was exte
wrtr adv taking to dlr and having diag. adv taking along paperwork about the issue that cust found online just to give them a little bit of a heads up on what the cust thinks the problem is; wrtr adv spking with the service manager about the situation and

Attachments

File Name	Comments

Customer Service Request Detail # 200926500109

Activity Status:	Done	Activity Updated:	9/22/09 09:41AM
Activity Type	Customer Interaction	Activity Updated By:	Marmon, Anthony
Activity Assigned To:	Marmon, Anthony	Email From:	
Activity Created:	9/22/09 09:37AM	Email To:	
Activity Created By:	Marmon, Anthony		
Activity Description:	cci w/ Recall call inquiry on a steering column for 2005 mini cooper s, leaky sunroof problem, and O2 sensor question; wrtr advised		

Note Created: 9/22/09 09:38AM	Note Created By: Marmon, Anthony	Note Type: Customer Interaction
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there was no open recall campaigns on her steering column at this time and referred cust to NHTSA.com for reference and directed her to her nearest mini dealer for diagnosis on a leaky sunroof and O2 sensor. advised that the warranty was extended to 10 yrs or 100000 miles whichever comes first.

Activity Status:	Done	Activity Updated:	9/23/09 10:28AM
Activity Type	Customer Interaction	Activity Updated By:	Doucher, Elizabeth
Activity Assigned To:	Doucher, Elizabeth	Email From:	
Activity Created:	9/23/09 10:09AM	Email To:	
Activity Created By:	Doucher, Elizabeth		
Activity Description:	cust sister [REDACTED] ci on behalf of cust; wants to know what can do to have this item paid for by MINI; was adv by herb chambers that this is a		

Note Created: 9/23/09 10:10AM	Note Created By: Doucher, Elizabeth	Note Type: Customer Interaction
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known issue with the vehs.

cust stts veh been having issue for last 6 months; last time it was in to an auth mini dlr is unknown; usually goes to different 3rd party because of cost; a third party has adv that this is a steering pump issue; this problem comes and goes; cust stts can locate this information online;

cust stts Inskip mini has a 110 dollar diag fee.

what is the likelihood that this would be replaced for no cost; wrtr adv unlikely that this would be covered 100%, adv have to diag situation and look into this situation by a case by case basis;

cust wanted to discuss the cost of labor and what dlrs pricve is; wrtr adv would have to contact each dlr individually;

cust wanted to know about a loaner; wrtr adv would have to spk with dlr;

cust watned to know about if her husband dropped of the car, can they discuss the situation with him or only the owner of the veh? wrtr adv mostly likely can talk to cust husband but adv to double check

wrtr adv taking to dlr and having diag, adv taking along paperwork about the issue that cust found online just to give them a little bit of a heads up on what the cust thinks the problem is; wrtr adv spking with the service manager about the situation and further assistance on the cost of the repair.

Customer Service Request Detail # 200928801258

Customer

Name: [REDACTED]
 Method: [REDACTED]
 [REDACTED]
 [REDACTED]
 Unit 572
 San Francisco, CA [REDACTED]

Service Request

Service Request #: 200928801258
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 10/15/09 07:18PM
 Created By: Davis, Zach
 Rep Assigned: Pfaffinger, Bill
 Date Assigned: 10/22/09 03:58PM
 Assigned Dealer: MINI of Mountain View
 Identified Dealer: MINI of Mountain View
 Date Resolved:
 Resolve Rep:
 Date Closed: 10/27/09 02:14PM
 Close Rep: Pfaffinger, Bill
 Issue Note: cci steering locked up, took to 3rd party

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2005
 Model: Cooper
 Mileage: 83,000
 Sale: 11/24/04 12:00 AM
 In Service Date: 11/24/04 12:00 AM
 Production Date: 10/13/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3232	STEERING UNIT COMPONENTS - IGNITION LOCK
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
 wrtr advised that veh would need to be taken into dlr for diagnosis and then we can speak about assistance, wrtr advised for him to talk to SM
 wrtr infmd cust to have veh diag and then can look into options of assist
 wrtr spk w/cust advsd that rep is offering 25% gw assist for cost of repair, cust upset w/offer, wrtr advsd csut this is final offer and no further consideration is avlbl at this time, wrtr apologzd and advsd cust will doc complaint

Attachments

File Name	Comments

Customer Service Request Detail # 200928801258

Activity Status:	Done	Activity Updated:	10/15/09 07:19PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Zach
Activity Assigned To:	Davis, Zach	Email From:	
Activity Created:	10/15/09 07:19PM	Email To:	
Activity Created By:	Davis, Zach		
Activity Description:	cci steering locked up, took to 3rd party		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/19/09 05:33PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	10/19/09 05:23PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci sttng part is expensive \$1,700 for cost of repairs, cust will find a way to get it to mountain view		
Note Created: 10/19/09 05:30PM		Note Created By: Wertz, Blake	
		Note Type: Customer Interaction	
the dlr states over 60,000 miles and outside of warr, must wrk with MINIUSA			
Activity Status:	Done	Activity Updated:	10/22/09 04:11PM
Activity Type	Customer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/22/09 04:09PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	cci asking for assist in cost of power steering, cust stts it is a safety issue, cust stts his dlr told him to call MINI USA		
Note Created: 10/22/09 04:09PM		Note Created By: Pfaffinger, Bill	
		Note Type: Customer Interaction	
cci asking for assist in cost of power steering, cust stts it is a safety issue, cust stts his dlr told him to call MINI USA, cust stts he feels this should be cvrd b/c it is a known issue, cust stts his friend got this covered by his dlr, cust stts he has bn servicing his veh at third party b/c MINI of San Francisco was rude, wrtr advsd csut will research and call cust back w/any updates			
Activity Status:	Done	Activity Updated:	10/22/09 05:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/22/09 05:16PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	wrtr called SM Kevin left vmail asking for a call back		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/26/09 01:57PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	10/26/09 01:57PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	wrtr called SM kevin left vmail asking for a call back		

Customer Service Request Detail # 200928801258

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	10/27/09 12:46PM		
Activity Type	Dealer Interaction	Activity Updated By:	Pfaffinger, Bill		
Activity Assigned To:	Pfaffinger, Bill	Email From:			
Activity Created:	10/27/09 12:46PM	Email To:			
Activity Created By:	Pfaffinger, Bill				
Activity Description:	SM Kevin ci left vmail stts out of self auth, spk w/Rep offered 25% of parts for gw, going to call cust let him know of offer				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	10/27/09 02:14PM		
Activity Type	Customer Interaction	Activity Updated By:	Pfaffinger, Bill		
Activity Assigned To:	Pfaffinger, Bill	Email From:			
Activity Created:	10/27/09 02:11PM	Email To:			
Activity Created By:	Pfaffinger, Bill				
Activity Description:	wrtr spk w/cust advsd that rep is offering 25% gw assist for cost of repair, cust upset w/offer, wrtr advsd csut this is final offer				
Note Created: 10/27/09 02:13PM		Note Created By: Pfaffinger, Bill		Note Type: Customer Interaction	
wrtr spk w/cust advsd that rep is offering 25% gw assist for cost of repair, cust upset w/offer, wrtr advsd csut this is final offer and no further consideration is avlbl at this time, wrtr apologzd and advsd cust will doc complaint					

Customer Service Request Detail # 200928900507

Customer

Name: [REDACTED]
 Method: Cell Phone
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Doral, FL [REDACTED]

Service Request

Service Request #: 200928900507
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 10/16/09 12:28PM
 Created By: Kuhn, Lindsay
 Rep Assigned: Kuhn, Lindsay
 Date Assigned: 10/16/09 12:30PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 10/16/09 03:56PM
 Close Rep: Kuhn, Lindsay
 Issue Note: cci to inquire about whether the power steering would be covered under warr

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2005
 Model: Cooper S
 Mileage: 47,000
 Sale: 04/08/08 12:00 AM
 In Service Date: 01/03/05 12:00 AM
 Production Date: 11/08/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
PT04	RETAILER PRICING PRACTICES	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
cust requested cody and wrtr was unable to answer inquiry without proper diag from dlr, wrtr urged cust to dlr and sttd that cody would be notified of call as well as sending cust to vm

Attachments

File Name	Comments

Customer Service Request Detail # 200928900507

Activity Status:	Done	Activity Updated:	10/16/09 12:31PM
Activity Type	Customer Interaction	Activity Updated By:	Kuhn, Lindsay
Activity Assigned To:	Kuhn, Lindsay	Email From:	
Activity Created:	10/16/09 12:30PM	Email To:	
Activity Created By:	Kuhn, Lindsay		
Activity Description:	but not at bmw dlr, wrtr sent an email to cody, previous case man as cody had been working with cust previously and cust req cody		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200929201479

Customer

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

Service Request

Service Request #:	200929201479
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	10/19/09 06:30PM
Created By:	Spon, Brittany
Rep Assigned:	Spon, Brittany
Date Assigned:	10/19/09 06:30PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	10/19/09 06:32PM
Close Rep:	Spon, Brittany
Issue Note:	CCI because her steering wheel would not tum at all

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	50,000
Sale:	11/09/05 12:00 AM
In Service Date:	02/29/04 12:00 AM
Production Date:	12/22/03 12:00 AM

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

Solution
wtr referred cust to MINI serv. center and provided phone number for MINI of the Mainline

Attachments

File Name	Comments

Customer Service Request Detail # 200929201479

Activity Status:	Done	Activity Updated:	10/19/09 06:32PM
Activity Type	Customer Interaction	Activity Updated By:	Spon, Brittany
Activity Assigned To:	Spon, Brittany	Email From:	
Activity Created:	10/19/09 06:31PM	Email To:	
Activity Created By:	Spon, Brittany		
Activity Description:	CCI because her steering wheel would not turn at all>		
Note Created: 10/19/09 06:32PM		Note Created By: Spon, Brittany	Note Type: Customer Interaction
wtr referred cust to MINI serv. center and provided phone number for MINI of the Mainline			

Customer Service Request Detail # 200929300801

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Williamsburg, VA [REDACTED]

Service Request

Service Request #: 200929300801
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 10/20/09 02:06PM
 Created By: Sorensen, Samantha
 Rep Assigned: Sorensen, Samantha
 Date Assigned: 10/20/09 02:06PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 10/20/09 02:10PM
 Close Rep: Sorensen, Samantha
 Issue Note: Goodwill request for a new power steering pump.

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2004
 Model: Cooper
 Mileage: 53,000
 Sale: 05/27/04 12:00 AM
 In Service Date: 05/27/04 12:00 AM
 Production Date: 04/27/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV44	VEHICLE SERVICE / MAINTENANCE HISTORY REQUE	VEHICLE SERVICE HISTORY REQ	DZ01	VEHICLE SERVICE HISTORY REQUEST
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wtrr advised customer he would have to have a diagnosis done on the veh before goodwill could be considered.

Attachments

File Name	Comments

Customer Service Request Detail # 200929300801

Activity Status:	Done	Activity Updated:	10/20/09 02:09PM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	10/20/09 02:09PM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	Goodwill request. wrtr advised customer he would have to have a diagnosis done on the veh before goodwill could be considered		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200931701061

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 San Francisco, CA [REDACTED]

Service Request

Service Request #: 200931701061
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 11/13/09 07:22PM
 Created By: Brookins, Kristy
 Rep Assigned: Brookins, Kristy
 Date Assigned: 11/13/09 07:24PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 11/13/09 07:27PM
 Close Rep: Brookins, Kristy
 Issue Note: CCI asking abt power steering

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2005
 Model: Cooper
 Mileage: 78,000
 Sale: 07/08/05 12:00 AM
 In Service Date: 07/08/05 12:00 AM
 Production Date: 05/09/05 12:00 AM

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

Solution
Witr adv no recalls, veh out of warranty, will document complaint.

Attachments

File Name	Comments

Customer Service Request Detail # 200931701061

Activity Status:	Done	Activity Updated:	11/16/09 06:26PM
Activity Type	Email - Inbound	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	[REDACTED]
Activity Created:	11/13/09 07:00PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	Technical issues		

Note Created:	Note Created By:	Note Type:
	[REDACTED]	<p>question/comment: Hi, I found this statement about power steering failure with 2001-2007 mini cooper. http://newmini.wordpress.com/2009/02/17/mini-cooper-power-steering-failure/#comment-571 I recently took my car into the San Francisco dealer for Inspection 2 service and they told me that I would need to replace Host linking - \$684 A- Electricity false controlling pump failing - \$1167 A- Engine mount (hydro-electric fluid) - \$290 I agree with the article. That is ridiculous that the power steering is wearing out so fast. I have 70K miles in my car. Are you offering any assistant (monetary) iin helping me to get this fix.</p>

Activity Status:	Done	Activity Updated:	11/13/09 07:25PM
Activity Type	Customer Interaction	Activity Updated By:	Brookins, Kristy
Activity Assigned To:	Brookins, Kristy	Email From:	
Activity Created:	11/13/09 07:24PM	Email To:	
Activity Created By:	Brookins, Kristy		
Activity Description:	CCI asking abt power steering		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	11/16/09 06:26PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Gillum, Aaron	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	11/16/09 06:19PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Your MINI Power Steering Question [1-1287972132]		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200931701061

Hi [REDACTED]

Thanks for writing MINI. I'm sorry to read of the concerns you have with your vehicle's power steering.

The actual length of life of any given 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 50,000 miles. Because your vehicle has exceeded that warranty period, MINI cannot automatically assume responsibility for the cost of this repair.

I suggest speaking directly with your service manager about the concerns you have with your MINI's power steering. The service manager has access to MINI engineering and regional representatives, if needed, and is in the best position to determine if any special consideration outside of the warranty period would be appropriate. If you need it, you can find a list of our MINI dealers and their contact information on our website, <http://www.miniusa.com/link/findadealer/dealerlocator>.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Aaron Gillum
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 1/17/09 1:00 AM
To: webmastermini <Webmaster@askminiusa.com>
Subject: Technical issues

[REDACTED]

question/comment:
Hi,

I found this statement about power steering failure with 2001-2007 mini cooper.
<http://newmini.wordpress.com/2009/02/17/mini-cooper-power-steering-failure/#comment-57>
1

I recently took my car into the San Francisco dealer for Inspection 2 service and they told me that I would need to replace

Host linking - \$684
A. Electricity false controlling pump failing - \$1167
A. Engine mount (hydro-electric fluid) - \$290

I agree with the article. That is ridiculous that the power steering is wearing out so fast. I have 70K miles in my car.

Are you offering any assistant (monetary) in helping me to get this fix.

[REDACTED]

Customer Service Request Detail # 200933500787

Customer

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

Service Request

Service Request #:	200933500787
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/1/09 02:49PM
Created By:	ONEil, Nicholas
Rep Assigned:	ONEil, Nicholas
Date Assigned:	12/1/09 02:50PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/1/09 02:53PM
Close Rep:	ONEil, Nicholas
Issue Note:	cci regarding power steering pump wondering if any assistance avail towards repair.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	80,000
Sale:	04/07/05 12:00 AM
In Service Date:	01/28/05 12:00 AM
Production Date:	01/07/05 12:00 AM

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wtr advsd cust to have veh in to dlshp for diagnosis and repair quote. Wtr advsd cust at that point in time to call us back regarding goodwill assistance request.

Attachments

File Name	Comments

Customer Service Request Detail # 200933500787

Activity Status:	Done	Activity Updated:	12/1/09 02:53PM
Activity Type	Customer Interaction	Activity Updated By:	ONeil, Nicholas
Activity Assigned To:	ONeil, Nicholas	Email From:	
Activity Created:	12/1/09 02:50PM	Email To:	
Activity Created By:	ONeil, Nicholas		
Activity Description:	cci regarding power steering pump wondering if any assistance avail towards repair. See notes>>>		
Note Created: 12/1/09 02:51PM		Note Created By: ONeil, Nicholas	Note Type: Customer Interaction
<<<cust sttd power steering went out 3 times on drive from Boston to NJ. Cust sttd Herb Chambers MINI quoted over phone \$1150-\$1200 to replace power steering pump and possibly fan. They had not seen veh, just heard symptoms over phone from cust. Cust sttd read many things online regarding this issue which he feels should be covered due to these online stories.			

Customer Service Request Detail # 200934300856

Customer

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

Service Request

Service Request #:	200934300856
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/9/09 04:06PM
Created By:	Wertz, Blake
Rep Assigned:	Wertz, Blake
Date Assigned:	12/9/09 04:06PM
Assigned Dealer:	Checkered Flag MINI
Identified Dealer:	Checkered Flag MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	12/10/09 12:44PM
Close Rep:	Wertz, Blake
Issue Note:	power steering faild, diag at dlr is cust is missing the pump and a cable is missing

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	75,000
Sale:	10/20/03 12:00 AM
In Service Date:	10/20/03 12:00 AM
Production Date:	09/21/03 12:00 AM

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

Solution
wrtr infmd cust will start a file and when service dept is ready to look at the veh ask cust to call back to look into poss assist

Attachments

File Name	Comments

Customer Service Request Detail # 200934300856

Activity Status:	Done	Activity Updated:	12/9/09 04:20PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	12/9/09 04:06PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	power steering faild, diag at dlr is cust is missing the pump and a cable is missing, only way to happen is if engine was taken out or		
Note Created: 12/9/09 04:07PM		Note Created By: Wertz, Blake	Note Type: Customer Interaction
if didnt come on veh, looking for assistance bc cable wasn't there, used MINI. C-919-440-7878 cust drove to virginia beach for the problem. Checkered flag will open one in out power steering but it is driveable. seen 12/4/2009, SA [REDACTED] is husband who took up to the dealer. wrtr asked to have documents sent over, cust wants to wait for new service dept to open, wrtr ifnrmcd cust will doc file until service opens in jan and ask cust to call back when ready for repairs to be completed and assistance to be looked into			
Activity Status:	Done	Activity Updated:	12/10/09 12:41PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Emal From:	
Activity Created:	12/10/09 12:41PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr lvm SM Alan asking call back with any poss assist and more info on diag		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 200934800596

Customer

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

Service Request

Service Request #:	200934800596
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/14/09 01:34PM
Created By:	Gunn, Tina
Rep Assigned:	Gunn, Tina
Date Assigned:	12/14/09 01:35PM
Assigned Dealer:	
Identified Dealer:	Flow MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	12/22/09 01:19PM
Close Rep:	Gunn, Tina
Issue Note:	seeking asst with out of warranty powering steering pump repair

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2005
Model:	Cooper S
Mileage:	74,000
Sale:	08/13/04 12:00 AM
In Service Date:	08/13/04 12:00 AM
Production Date:	07/12/04 12:00 AM

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
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wtr advised wtr would be able to looking to opts for asst upon diagnosis from dlr, requested customer contact wtr at this time, wtr advised typically out of warranty repairs are customer responsibility, but MINI is happy to look into opts for asst.
Steve from dlr left vm wtr requesting call back / wtr left vm for dlr to contact wtr to address customer concerns, no call back yet / customer instructed wtr he would follow up with wtr if needed after working with dlr. closing pending call back from dlr.
wtr advised customer MINI USA has declined to offer asst with this repair (out of warranty), advised that MINI is willing to looking into opts for asst in future out of warranty repairs (on case by case basis). customer stt ok and thanked wtr.

Attachments

File Name	Comments

Customer Service Request Detail # 200934800596

Activity Status:	Done	Activity Updated:	12/14/09 01:37PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/14/09 01:35PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	cci stt seeking asst with out of warranty powering steering pump repair >>>		
Note Created: 12/14/09 01:35PM		Note Created By: Gunn, Tina	
Note Type: Customer Interaction			
<p>Customer power steering malfunctions. Stt that when the vehicle is shut off the powering steering continues to run, stt he reached and found this is a quality issue for older MINI models, inquired if there any opts for asst with repairing malfunction.stt vehicle was purchased at Century MINI Stt he will take vehicle to Flow MINI for inspection.</p> <p>></p> <p>wtr advised wtr would be able to looking to opts for asst upon diagnosis from dlr, requested customer contact wtr at this time, wtr advised typically out of warranty repairs are customer responsibility, but MINI is happy to look into opts for asst.</p> <p><</p> <p>pending call back from customer.</p>			
Activity Status:	Done	Activity Updated:	12/15/09 06:03PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/15/09 06:03PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Steve left vm for wtr requesting a call back @ [REDACTED]		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	12/15/09 06:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/15/09 06:03PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr attempted to reach Steve/ advised Steve is not available / wtr left vm for Ricky Stevens SM requesting a call back and address cust req.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	12/16/09 06:27PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/16/09 06:27PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	customer left vm for wtr requesting a call back [REDACTED] stt seeking further asst.		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200934800596

Activity Status:	Done	Activity Updated:	12/17/09 03:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Sheumaker, Eric
Activity Assigned To:	Sheumaker, Eric	Email From:	
Activity Created:	12/17/09 03:47PM	Email To:	
Activity Created By:	Sheumaker, Eric		
Activity Description:	ricky frm flow mini ci for tina. wtr trans to tina's vm.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/17/09 05:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/17/09 04:43PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Ricky SM left vm AAM declined asst with repair / out of warranty /		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/17/09 06:50PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/17/09 06:50PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr left vm for customer requesting a call back to provide resolve.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/21/09 04:25PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/21/09 04:25PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	customer left vm for wtr requesting a call back @ [REDACTED]		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/21/09 04:26PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/21/09 04:26PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr left vm for customer requesting a call back: to advised resolve, advised SM is also able to advised resolve provided by AAM.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200934800596

Activity Status:	Done	Activity Updated:	12/22/09 01:14PM
Activity Type	Customer Interaction	Activity Updated By:	Nos, Sonny
Activity Assigned To:	Nos, Sonny	Email From:	
Activity Created:	12/22/09 01:14PM	Email To:	
Activity Created By:	Nos, Sonny		
Activity Description:	cci looking for tina gunn.. xfered to tina gunn directly..		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/22/09 01:19PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/22/09 01:17PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr advised customer MINI USA has declined to offer asst with this repair (out of warranty), advised that MINI is willing to looking into opts >>		

Note Created: 12/22/09 01:18PM	Note Created By: Gunn, Tina	Note Type: Customer Interaction
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opts for asst in future out of warranty repairs (on case by case basis). customer stt ok.

Customer Service Request Detail # 200935501364

Customer

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

Service Request

Service Request #:	200935501364
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	12/21/09 06:37PM
Created By:	Bogdanovitch, Jason
Rep Assigned:	Gunn, Tina
Date Assigned:	12/21/09 06:39PM
Assigned Dealer:	
Identified Dealer:	Ralph Schomp MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	12/21/09 06:56PM
Close Rep:	Gunn, Tina
Issue Note:	Power steering failed... not inspected at mini dlr.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	26,000
Sale:	10/18/05 12:00 AM
In Service Date:	05/20/04 12:00 AM
Production Date:	04/02/04 12:00 AM

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
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
customer stt she will contact MINI back when the vehicle is inspected at authorized MINI dlr.

Attachments

File Name	Comments

Customer Service Request Detail # 200935501364

Activity Status:	Done	Activity Updated:	12/21/09 06:55PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/21/09 06:38PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	cci stt Power steering failed.stt brake work was completed by 3rd party, but stt that she found other MINI complaints >>>		
Note Created: 12/21/09 06:42PM		Note Created By: Gunn, Tina	Note Type: Customer Interaction
<p>for this complaint and model ... stt that the independent dlr provided a diagnosis and dlr has not vehicle has not been inspected by mini dlr / stt that this is "common issue" and MINI USA should asst with the cost, stt she was also in the market for a new MINI, but depending on the outcome of this case, she may reconsider.</p> <p>></p> <p>wtr apologized about poor performance with the vehicle and dissatisfaction / advised that prior to MINI USA looking into asst opts the vehicle needs to be taken to a MINI dlr for inspection / advised customer to call back when the vehicle is inspected.</p> <p>></p> <p>customer stt she will contact MINI back when the vehicle is inspected at authorized MINI dlr.</p>			
Activity Status:	Done	Activity Updated:	12/21/09 06:40PM
Activity Type	Corporate Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	12/21/09 06:40PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	call transferred from tier 1 Jason B.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 201001200101

Customer

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

Service Request

Service Request #:	201001200101
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/12/10 09:42AM
Created By:	Robinson, Leanne
Rep Assigned:	Robinson, Leanne
Date Assigned:	1/12/10 09:43AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/12/10 09:45AM
Close Rep:	Robinson, Leanne
Issue Note:	electronic pump died

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	35,500
Sale:	01/14/04 12:00 AM
In Service Date:	01/14/04 12:00 AM
Production Date:	12/12/03 12:00 AM

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

Solution
wrtr adv cust that before we can offer assistance, we need a diagnosis on the vehicle by a MINI center. wrtr adv cust that once this is done, to call back if he is looking for assistance

Attachments

File Name	Comments

Customer Service Request Detail # 201001200101

Activity Status:	Done	Activity Updated:	1/13/10 09:41PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Robinson, Leanne	Email From:	
Activity Created:	1/12/10 09:43AM	Email To:	
Activity Created By:	Robinson, Leanne		
Activity Description:	cci because electronic pump died.cust sttd power steering is gone and is looking for assistance>		
Note Created: 1/12/10 09:44AM		Note Created By: Robinson, Leanne	Note Type: Customer Interaction
cust sttd he took veh to be looked at by a third party center. wrtr adv cust that before we can offer assistance, we need a diagnosis on the vehicle by a MINI center. wrtr adv cust that once this is done, to call back if he is looking for assistance.			

Customer Service Request Detail # 201001201088

Customer

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

Service Request

Service Request #:	201001201088
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/12/10 05:35PM
Created By:	Tomin, Chris
Rep Assigned:	Tomin, Chris
Date Assigned:	1/12/10 05:35PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/12/10 05:37PM
Close Rep:	Tomin, Chris
Issue Note:	3rd party dlr requesting info on electrical prob with veh

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	127,000
Sale:	01/24/04 12:00 AM
In Service Date:	01/24/04 12:00 AM
Production Date:	12/07/03 12:00 AM

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
SV06	TECHNICAL ASSISTANCE / INFORMATION	BODY EQUIPMENT	5133	POWER WINDOWS (motor/regulator)

Solution Notes

Solution
rtr adv no open recall. adv contact dlr for tech info

Attachments

File Name	Comments

Customer Service Request Detail # 201001201088

Activity Status:	Done	Activity Updated:	9/1/10 09:57PM
Activity Type	Customer Interaction	Activity Updated By:	DupCustRemoval, fm
Activity Assigned To:	Tomin, Chris	Email From:	
Activity Created:	1/12/10 05:35PM	Email To:	
Activity Created By:	Tomin, Chris		
Activity Description:	3rd party dlr requesting info on electrical prob with veh. requested if veh has open recall on it. wrtr adv no open recall. adv contact dlr for tech>>		
Note Created: 1/12/10 05:36PM		Note Created By: Tomin, Chris	Note Type: Customer Interaction
info			

Customer Service Request Detail # 201003301271

Customer

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

Service Request

Service Request #:	201003301271
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/2/10 06:59PM
Created By:	Robison, Kate
Rep Assigned:	Robison, Kate
Date Assigned:	2/2/10 06:59PM
Assigned Dealer:	Classic MINI
Identified Dealer:	Classic MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	2/10/10 03:04PM
Close Rep:	Robison, Kate
Issue Note:	gw req: power steering \$1200

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	55,000
Sale:	10/18/04 12:00 AM
In Service Date:	10/18/04 12:00 AM
Production Date:	09/18/04 12:00 AM

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

Solution
writer req VIN SM Tom goodwilled 100% of part cust thanked, req CORE's address

Attachments

File Name	Comments

Customer Service Request Detail # 201003301271

Activity Status:	Done	Activity Updated:	2/2/10 07:00PM
Activity Type	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:00PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	How can I get one		

Note Created:	Note Created By:	Note Type:
	[REDACTED]	
	Phone: N/A Vin: N/A	
	Question / Comment:	
	I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car that is worth 10k and I'm not very happy about it. Please advise. -Jeff Elliott	

Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		

Note Created:	Note Created By:	Note Type:
	[REDACTED]	
	Phone: N/A Vin: N/A	
	Question / Comment:	
	I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]	

Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	How can I get one		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201003301271

		[REDACTED]	
		Phone: N/A Vin: N/A	
		Question / Comment: I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 air for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]	
Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	How can I get one		
Note Created:	Note Created By:	Note Type:	
		[REDACTED]	
		Phone: N/A Vin: N/A	
		Question / Comment: I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 air for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]	
Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Comments about our cars		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

		<p>Phone: N/A Vin: N/A</p> <p>Question / Comment:</p> <p>I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 air for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]</p>	
Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	How can I get one		
Note Created:	Note Created By:	Note Type:	
		<p>Phone: N/A Vin: N/A</p> <p>Question / Comment:</p> <p>I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 air for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]</p>	
Activity Status:	Done	Activity Updated:	2/2/10 07:01PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/1/10 08:02PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Questions about our cars		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

		[REDACTED]	
		Phone: N/A Vin: N/A	
		Question / Comment: I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 car for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]	
Activity Status:	Done	Activity Updated:	2/2/10 07:00PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	2/2/10 06:59PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	Your MINI Inquiry [1-1375377362]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

Hi [REDACTED]

Thanks for writing MINI. I appreciate your inquiry.

I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

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

From: [REDACTED]
Sent: 2/2/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one

[REDACTED]

Phone: N/A
Vin: N/A

Question / Comment:

I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$12,000 car for a car that is worth 10k and I'm not very happy about it. Please advise. [REDACTED]

Activity Status:	Done	Activity Updated:	2/3/10 02:46PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/3/10 08:13AM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

Kate,
Thank you for the response. My VIN is WMWRE33405TD93495. It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.

Regards,

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted] Hiram OH, USA [Redacted]

-----Original Message-----
From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [Redacted], February 02, 2010 7:01 PM
To: [Redacted]
Subject: Your MINI Inquiry [1-1375377362]

Hi [Redacted]

Thanks for writing MINI. I appreciate your inquiry.

I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

-----Original Message-----
From: [Redacted]
Sent: 2/2/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I ...

Customer Service Request Detail # 201003301271

...	... get one [REDACTED] Phone: N/A Vin: N/A Question / Comment: I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. [REDACTED]		
Activity Status:	Done	Activity Updated:	2/3/10 02:46PM
Activity Type:	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	2/3/10 02:37PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

Hi [REDACTED]

Thanks for your reply!

Recalls are specific to a vehicle's identification number (VIN), and WMWRE33405TD93495 does not have any open recalls. I suggest visiting the service team at your authorized MINI dealer to review any concerns you may have with your vehicle.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

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

[REDACTED]
[REDACTED] 7/3/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-1375377362]

Kate,
Thank you for the response. My VIN is WMWRE33405TD93495. It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Hiram OH, USA [REDACTED]

-----Original Message-----
From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [REDACTED], February 02, 2010 7:01 PM
To: [REDACTED]
Subject: Your MINI Inquiry ...

Customer Service Request Detail # 201003301271

...

[1-1375377362]

Hi [REDACTED]

Thanks for writing MINI. I appreciate your inquiry.

I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

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

From: [REDACTED]
Sent: 2/2/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one [REDACTED]

Phone: N/A
Vin: N/A

Question / Comment:

I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. [REDACTED]

Activity Status:	Done	Activity Updated:	2/5/10 06:43PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/3/10 04:31PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201003301271

Kate,
I actually started my inquiry at the MINI dealer's service center. It is there that a service team member told me about the number of repairs that MINI is having with the power steering pumps -including my model year. At this time I am not paying to have the part replaced because I feel that there is overwhelming evidence of a defective design or poor positioning of this part in the chassis. I would like to file a formal complaint with MINI regarding this subject and ask them to cover replacement of the part and labor. How do I go about doing this?

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Hiram OH, USA [REDACTED]

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

From: MINI.Assistance@askMINIUSA.COM
[mailto:MINI.Assistance@askMINIUSA.COM]
Sent: _____ day, February 03, 2010 2:46 PM
To: [REDACTED]
Subject: RE: Your MINI Inquiry [1-1375377362]

H [REDACTED]

Thanks for your reply!

Recalls are specific to a vehicle's identification number (VIN), and WMWRE33405T [REDACTED] does not have any open recalls. I suggest visiting the service team at your authorized MINI dealer to review any concerns you may have with your vehicle.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

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

[REDACTED]

Customer Service Request Detail # 201003301271

...

... 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-1375377362]

Kate,
Thank you for the response. My VIN is WMWRE33405T [REDACTED] It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.

Regards,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] Hiram OH, USA [REDACTED]

-----Original Message-----
From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [REDACTED], February 02, 2010 7:01 PM
To: [REDACTED]
Subject: Your MINI Inquiry [1-1375377362]

Hi [REDACTED]

Thanks for writing MINI. I appreciate your inquiry.

I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

-----Original ...

Customer Service Request Detail # 201003301271

...		... Message-----	
		From: [REDACTED] Sent: 2 To: miniassist <MINIAssistance@askminiusa.com> Subject: How can I get one [REDACTED]	
		Phone: N/A Vin: N/A	
		Question / Comment: I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. [REDACTED]	
Activity Status:	Done	Activity Updated:	2/5/10 06:44PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	2/5/10 06:40PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

H [REDACTED]

Thanks for your reply!

I would be happy to submit your request for assistance in replacing your MINI's power steering pump. Before doing so, I'll just need a little information from you:

- 1.) Your mailing address and telephone number
- 2.) Your vehicle's mileage
- 3.) Your selling MINI dealer's name
- 4.) Your servicing MINI dealer's name

I look forward to your reply and hope that you have a great weekend. Should you need it, you can find a list of our MINI dealers and their contact information on our website, <http://www.miniusa.com/link/findadealer/dealerlocator>.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 2
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-1375377362]

Kate,
I actually started my inquiry at the MINI dealer's service center. It is there that a service team member told me about the number of repairs that MINI is having with the power steering pumps -including my model year. At this time I am not paying to have the part replaced because I feel that there is overwhelming evidence of a defective design or poor positioning of this part in the chassis. I would like to file a formal complaint with MINI regarding this subject and ask them to cover replacement of the part and labor. How do I go about doing this?

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Customer Service Request Detail # 201003301271

...

...
...
...
... Hiram OH, USA ...

-----Original Message-----
From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [REDACTED] day, February 03, 2010 2:46 PM
To: [REDACTED]
Subject: RE: Your MINI Inquiry [1-1375377362]

Hi [REDACTED]

Thanks for your reply!

Recalls are specific to a vehicle's identification number (VIN), and WMWRE33405T [REDACTED] does not have any open recalls. I suggest visiting the service team at your authorized MINI dealer to review any concerns you may have with your vehicle.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

-----Original Message-----
From: [REDACTED]
Sent: 2/3/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-1375377362]

Kate,
Thank you for the response. My VIN is WMWRE33405TD93495. It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.

Regards,
[REDACTED]
[REDACTED] ..

Customer Service Request Detail # 201003301271

...	<p>... [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Hiram OH, USA [REDACTED]</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] Sent: [REDACTED], February 02, 2010 7:01 PM To: [REDACTED] Subject: MINI Inquiry [1-1375377362]</p> <p>Hi [REDACTED]</p> <p>Thanks for writing MINI. I appreciate your inquiry.</p> <p>I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p> <p>-----Original Message----- From: [REDACTED] Sent: 2/2/2010 12:00:00 AM To: miniasst <MINIAssistance@askminiusa.com> Subject: How can I get one</p> <p>[REDACTED]</p> <p>Phone: N/A Vin: N/A</p> <p>Question / Comment:</p> <p>I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. [REDACTED]</p>
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Customer Service Request Detail # 201003301271

Activity Status:	Done	Activity Updated:	2/8/10 10:27AM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/8/10 07:15AM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		

Note Created:	Note Created By:	Note Type:
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Kate,
Thanks for your help thus far. I know it is a long shot since there is no recall but I have to at least raise the awareness level with the engineers at MINI. I am traveling with work for the next 10 days so I dont have all the specifics on hand. I think the mileage is around 55-60 thousand. I bought the car at Ganley VW in Bedford Ohio, the service dealer is MINI BMW in Willoughby Ohio, and my address is [REDACTED] Kenilworth Ave Cleveland OH 44113. You can reach me on my cell anytime [REDACTED]
Regards-Jeff
Sent from my Windows Mobile® phone.

-----Original Message-----
From: MINI.Assistance@askMINIUSA.COM <MINI.Assistance@askMINIUSA.COM>
Sent: [REDACTED]
To: [REDACTED]
Subject: RE: Your MINI Inquiry [1-1375377362]

Hi [REDACTED]

Thanks for your reply!

I would be happy to submit your request for assistance in replacing your MINI's power steering pump. Before doing so, I'll just need a little information from you:

- 1.) Your mailing address and telephone number
- 2.) Your vehicle's mileage
- 3.) Your selling MINI dealer's name
- 4.) Your servicing MINI dealer's name

I look forward to your reply and hope that you have a great weekend. Should you need it, you can find a list of our MINI dealers and their contact information on our website, <http://www.miniusa.com/link/findadealer/dealerlocator>.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

-----Original Message-----
From: [REDACTED]
Sent: 2/3/2010 12:00:00 AM
To: mimiassist <MINI.Assistance@askminiusa.com>
Subject: Your MINI ...

Customer Service Request Detail # 201003301271

...	<p>... Inquiry [1-1375377362]</p> <p>Kate, I actually started my inquiry at the MINI dealer's service center. It is there that a service team member told me about the number of repairs that MINI is having with the power steering pumps -including my model year. At this time I am not paying to have the part replaced because I feel that there is overwhelming evidence of a defective design or poor positioning of this part in the chassis. I would like to file a formal complaint with MINI regarding this subject and ask them to cover replacement of the part and labor. How do I go about doing this?</p> <p>Regards,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Hiram OH, USA [REDACTED]</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] Sent: [REDACTED] day, February 03, 2010 2:46 PM To: [REDACTED] Subject: RE: Your MINI Inquiry [1-1375377362]</p> <p>Hi [REDACTED]</p> <p>Thanks for your reply!</p> <p>Recalls are specific to a vehicle's identification number (VIN), and WMWRE334051 [REDACTED] does not have any open recalls. I suggest visiting the service team [REDACTED] authorized MINI dealer to review any concerns you may have with your vehicle.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p> <p>-----Original ...</p>
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Customer Service Request Detail # 201003301271

...	<p>... Message-----</p> <p>[REDACTED]</p> <p>To: miniassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362]</p> <p>Kate, Thank you for the response. My VIN is WMWRE33405T [REDACTED] It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.</p> <p>Regards,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Hiram OH, USA [REDACTED]</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] Sent: February 02, 2010 7:01 PM To: [REDACTED] Subject: Your MINI Inquiry [1-1375377362]</p> <p>H [REDACTED]</p> <p>Thanks for writing MINI. I appreciate your inquiry.</p> <p>I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p> <p>...</p>
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Customer Service Request Detail # 201003301271

...

-----Original Message-----
From: [REDACTED]
Sent: 2/2/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one
[REDACTED]

Phone: N/A
Vin: N/A

Question / Comment:
I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. [REDACTED]

Activity Status:	Done	Activity Updated:	2/8/10 10:28AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	2/8/10 10:22AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201003301271

Hi [REDACTED]

Thanks for your reply and for providing the requested information!

I am currently researching your request for assistance and should be in touch in about 2-3 business days with more information. A few more questions for you: has Classic MINI diagnosed the power steering issue? Is the vehicle currently in your possession? I look forward to your response!

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: 2/8/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Inquiry [1-1375377362]

Kate,
Thanks for your help thus far. I know it is a long shot since there is no recall but I have to at least raise the awareness level with the engineers at MINI. I am traveling with work for the next 10 days so I dont have all the specifics on hand. I think the mileage is around 55-60 thousand, I bought the car at Ganley VW e service dealer NI BMW in Willoughby Ohio, and my add [REDACTED] Cleveland OH [REDACTED] You can reach me on my cell anytime. 4 [REDACTED]
Regards-Jeff
Sent from my Windows Mobile® phone.

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

From: MINIAssistance@askMINIUSA.COM <MINIAssistance@askMINIUSA.COM>
Sent: [REDACTED]
To: [REDACTED] >
Subject: RE: Your MINI Inquiry [1-1375377362]

Hi [REDACTED]

Thanks for your reply!

I would be happy to submit your request for assistance in replacing your MINI's power steering pump. Before doing so, I'll just need a little information from you:

- 1.) Your mailing address and telephone number
- 2.) Your vehicle's mileage
- 3.) Your selling MINI dealer's name
- 4.) Your servicing MINI dealer's name

I look forward to your reply and hope that you have a great weekend. Should you need it, you can find a list of our MINI dealers and their contact information on our website, <http://www.miniusa.com/link/findadealer/dealerlocator>.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand. ...

Customer Service Request Detail # 201003301271

...	... LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464) -----Original Message----- [REDACTED] miassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362] Kate, I actually started my inquiry at the MINI dealer's service center. It is there that a service team member told me about the number of repairs that MINI is having with the power steering pumps -including my model year. At this time I am not paying to have the part replaced because I feel that there is overwhelming evidence of a defective design or poor positioning of this part in the chassis. I would like to file a formal complaint with MINI regarding this subject and ask them to cover replacement of the part and labor. How do I go about doing this? Regards, [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] Hiram OH, USA [REDACTED] -----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] day, February 03, 2010 2:46 PM [REDACTED] Subject: RE: Your MINI Inquiry [1-1375377362] Hi [REDACTED] Thanks for ...
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Customer Service Request Detail # 201003301271

...	<p>... your reply!</p> <p>Recalls are specific to a vehicle's identification number (VIN), and WMWRE33405TD93495 does not have any open recalls. I suggest visiting the service team at your authorized MINI dealer to review any concerns you may have with your vehicle.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p> <p>-----Original Message-----</p> <p>[REDACTED] 7/3/2010 12:00:00 AM To: miniassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362]</p> <p>Kate, Thank you for the response. My VIN is WMWRE33405T [REDACTED] It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.</p> <p>Regards,</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Hiram OH, USA [REDACTED]</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] Sent: February 02, 2010 7:01 PM To: [REDACTED] Subject: Your MINI Inquiry [1-1375377362]</p> <p>Hi ...</p>
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Customer Service Request Detail # 201003301271

...

██████████

Thanks for writing MINI. I appreciate your inquiry.

I was sorry to read of the concern you have with your vehicle's power steering. Recalls are specific to a vehicle's identification number (VIN). To further research your question, please respond to this e-mail with your VIN. I look forward to your response.

If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (275.6464)

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

From: ██████████
Sent: 2/2/2010 12:00:00 AM
To: miniassist <MINIAssistance@askminiusa.com>
Subject: How can I get one

██████████
██████████

Phone: N/A
Vin: N/A

Question / Comment:

I recently went to my local MINI dealer because my steering suddenly stopped working in my 2005 Cooper S. One of the mechanics told me that the pumps fail often due to their cooling fan being located in an area that gets wet. After doing some searches on the web it seems that there are hundreds if not thousands of complaints regarding this part. Is there currently a recall? This is a \$1200.00 repair for a car worth 10k and I'm not very happy about it. Please advise. ██████████

Activity Status:	Done	Activity Updated:	2/10/10 11:24AM
Activity Type:	General	Activity Updated By:	Robison, Kate
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	2/9/10 08:35AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 2/9/10 08:35AM Note Created By: NET, DCS Note Type: Dealer Interaction

Viewed Service Request information: Dealer 96499 on Tue Feb 09 08:35:34 EST 2010

Activity Status:	Done	Activity Updated:	2/9/10 02:22PM
Activity Type:	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	██████████
Activity Created:	2/9/10 01:55PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Inquiry [1-1375377362]		

Customer Service Request Detail # 201003301271

Note Created:	Note Created By:	Note Type:
		<p>Kate, yes classic did diagnose the problem as being the power steering pump. The car is in my possession at my house in Cleveland -I am the owner if that is what you mean.</p> <p>[REDACTED] from my Windows Mobile® phone.</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM <MINIAssistance@askMINIUSA.COM> Sent: [REDACTED] To: [REDACTED] Subject: RE: Your MINI Inquiry [1-1375377362]</p> <p>Hi [REDACTED]</p> <p>Thanks for your reply and for providing the requested information!</p> <p>I am currently researching your request for assistance and should be in touch in about 2-3 business days with more information. A few more questions for you: has Classic MINI diagnosed the power steering issue? Is the vehicle currently in your possession? I look forward to your response!</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message----- From: [REDACTED] Sent: 2/8/2010 12:00:00 AM To: miniassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362]</p> <p>Kate, Thanks for your help thus far. I know it is a long shot since there is no recall but I have to at least raise the awareness level with the engineers at MINI. I am traveling with work for the next 10 days so I dont have all the specifics on hand. I think the mileage is around 55-60 thousand. I bought the car at Ganley VW [REDACTED] e service dealer [REDACTED] NI BMW in Willoughby Ohio, and my ad [REDACTED] Cleveland OH [REDACTED] You can reach me on my cell anytime. [REDACTED] z [REDACTED]</p> <p>Regards-Jeff Sent from my Windows Mobile® phone.</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM <MINIAssistance@askMINIUSA.COM> Sent: [REDACTED] To: [REDACTED] Subject: RE: Your MINI Inquiry [1-1375377362]</p> <p>Hi [REDACTED]</p> <p>Thanks for your reply!</p> <p>I would be happy to submit your request for assistance in replacing your MINI's power steering pump. Before doing so, I'll just need a little information ...</p>

Customer Service Request Detail # 201003301271

...	<p>... from you:</p> <ol style="list-style-type: none">1.) Your mailing address and telephone number2.) Your vehicle's mileage3.) Your selling MINI dealer's name4.) Your servicing MINI dealer's name <p>I look forward to your reply and hope that you have a great weekend. Should you need it, you can find a list of our MINI dealers and their contact information on our website, http://www.miniusa.com/link/findadealer/dealerlocator.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p> <p>-----Original Message-----</p> <p>From: [REDACTED] Sent: 2/5/2010 12:00:00 AM To: miniassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362]</p> <p>Kate, I actually started my inquiry at the MINI dealer's service center. It is there that a service team member told me about the number of repairs that MINI is having with the power steering pumps -including my model year. At this time I am not paying to have the part replaced because I feel that there is overwhelming evidence of a defective design or poor positioning of this part in the chassis. I would like to file a formal complaint with MINI regarding this subject and ask them to cover replacement of the part and labor. How do I go about doing this?</p> <p>Regards, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] Hiram OH, ...</p>
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Customer Service Request Detail # 201003301271

...	<p>... USA [REDACTED]</p> <p>-----Original Message----- From: MINIAssistance@askMINIUSA.COM [mailto:MINIAssistance@askMINIUSA.COM] Sent: [REDACTED] day, February 03, 2010 2:46 PM To: [REDACTED] Subject: RE: Your MINI Inquiry [1-1375377362]</p> <p>Hi [REDACTED]</p> <p>Thanks for your reply!</p> <p>Recalls are specific to a vehicle's identification number (VIN), and WMWRE33405TD93495 does not have any open recalls. I suggest visiting the service team at your authorized MINI dealer to review any concerns you may have with your vehicle.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p> <p>-----Original Message----- From: [REDACTED] Sent: [REDACTED] To: miniassist <MINIAssistance@askminiusa.com> Subject: Your MINI Inquiry [1-1375377362]</p> <p>Kate, Thank you for the response. My VIN is WMWRE33405T [REDACTED] It is a 2005 MINI Cooper S with manual transmission. -Along with the cooling fan failures I read several dozen accounts of the hydraulic motor failing to shut off which is causing the windings to burn out. If you do a quick Google search you will get an idea of the scope of this problem and how many people it is affecting. Please let me know as soon as possible if MINI has a solution for this. Thank you again for your help.</p> <p>Regards, [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>mobile: ...</p>
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Customer Service Request Detail # 201003301271

...		[REDACTED]	
Activity Status:	Done	Activity Updated:	2/10/10 11:23AM
Activity Type	Dealer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	2/10/10 11:20AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	writer sw SM Tom, who agreed to gw part 100% if cust pays labor, \$210.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/10/10 11:40AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	2/10/10 11:24AM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	Your MINI Assistance Request [1-1383342287]		
Note Created:	Note Created By:	Note Type:	
		<p>Hi [REDACTED]</p> <p>Thank you for your patience while I researched your request.</p> <p>I have spoken with Classic MINI's Service Manager, Tom Reichert, who offered to cover the cost of the part if you would be willing to pay for the cost of labor, which was estimated at \$210. If you would like to accept this offer, you are welcome to contact Classic MINI's Service Department to set up an appointment at your convenience; their phone number is (440) 585-9910.</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p>	
Activity Status:	Done	Activity Updated:	2/10/10 03:04PM
Activity Type	Email - Inbound	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	[REDACTED]
Activity Created:	2/10/10 02:42PM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	RE: Your MINI Assistance Request [1-1383342287]		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201003301271

Kate,
That sounds great, I can't believe it! Thank you so much for looking into this!! I will call Tom to set something up right away.

I would like to send a letter to MINI about how great you are. Where can I send this?

Thanks,
[REDACTED]

[REDACTED]

[REDACTED] Human On [REDACTED]

-----Original Message-----
From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [REDACTED] day, February 10, 2010 11:41 AM
To: [REDACTED]
Subject: Your MINI Assistance Request [1-1383342287]

H [REDACTED]

Thank you for your patience while I researched your request.

I have spoken with Classic MINI's Service Manager, Tom Reichert, who offered to cover the cost of the part if you would be willing to pay for the cost of labor, which was estimated at \$210. If you would like to accept this offer, you are welcome to contact Classic MINI's Service Department [REDACTED] appointment at your convenience; their phone number is [REDACTED]

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

Activity Status:	Done	Activity Updated:	2/10/10 03:04PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Robison, Kate	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	2/10/10 02:56PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	RE: Your MINI Assistance Request [1-1383342287]		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 201003301271

Hi [REDACTED]

Thanks for your reply!

Your e-mail just made my day! :-) I'm so glad that I was able to assist you and that you're happy with the offer. MINI USA's address is:

MINI USA
Customer Relations
P.O. Box 1227
Westwood, NJ 07675

Please let me know if there is anything I can help you with in the future! Thank you again for your kind note. I wish you safe travels as you finish up your work trip.

If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.

LET'S MOTOR.
Kate Robison
MINI Customer Relations and Services
Representative
866.ASK.MINI (866.275.6464)

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

From: [REDACTED]
Sent: [REDACTED]
To: miniassist <MINIAssistance@askminiusa.com>
Subject: Your MINI Assistance Request [1-1383342287]

Kate,
That sounds great, I can't believe it! Thank you so much for looking into this!! I will call Tom to set something up right away.

I would like to send a letter to MINI about how great you are. Where can I send this?

Thanks,
[REDACTED]

[REDACTED], Human Or [REDACTED]

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

From: MINIAssistance@askMINIUSA.COM
[mailto:MINIAssistance@askMINIUSA.COM]
Sent: [REDACTED] day, February 10, 2010 11:41 AM
To: [REDACTED]
Subject: Your MINI Assistance Request [1-1383342287]

Hi [REDACTED]

Thank you for your patience while I researched your ...

Customer Service Request Detail # 201003301271

...	<p>... request.</p> <p>I have spoken with Classic MINI's Service Manager, Tom Reichert, who offered to cover the cost of the part if you would be willing to pay for the cost of labor, which was estimated at \$210. If you would like to accept this offer, you are welcome to contact Classic MINI's Service Department at your convenience; their phone number is [REDACTED]</p> <p>If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand.</p> <p>LET'S MOTOR. Kate Robison MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p>
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Customer Service Request Detail # 201003500520

Customer

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

Service Request

Service Request #:	201003500520
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/4/10 01:40PM
Created By:	Spon, Brittany
Rep Assigned:	Spon, Brittany
Date Assigned:	2/4/10 01:41PM
Assigned Dealer:	
Identified Dealer:	Global Imports MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	2/4/10 01:42PM
Close Rep:	Spon, Brittany
Issue Note:	power steering issues

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	51,000
Sale:	02/05/05 12:00 AM
In Service Date:	02/05/05 12:00 AM
Production Date:	01/14/05 12:00 AM

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

Solution
wtr adv no open recalls. wtr adv cust to have veh inspect by mini sery center. cust wanted mini to cover repair. wtr adv cust would need diagnosis first but could not promise any sort of outcome

Attachments

File Name	Comments

Customer Service Request Detail # 201003500520

Activity Status:	Done	Activity Updated:	2/4/10 01:42PM
Activity Type	Customer Interaction	Activity Updated By:	Spon, Brittany
Activity Assigned To:	Spon, Brittany	Email From:	
Activity Created:	2/4/10 01:41PM	Email To:	
Activity Created By:	Spon, Brittany		
Activity Description:	cci stating his power steering went out and wanted to know if there was a recall bc he thinks mini should cover this repair>		
Note Created: 2/4/10 01:41PM		Note Created By: Spon, Brittany	Note Type: Customer Interaction
wtr adv no open recalls. wtr adv cust to have veh inspect by mini serv center. cust wanted mini to cover repair. wtr adv cust would need diagnosis first but could not promise any sort of outcome			

Customer Service Request Detail # 201004600783

Customer

Name:	██████████
Preferred Communication Method:	
Work #:	000000000
Home #:	██████████
Cell #:	
Street Address:	██████████
Apt/Ste:	
City/State/Zip:	Export, PA ██████████

Service Request

Service Request #:	201004600783
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	2/15/10 03:52PM
Created By:	Riaz, Mediha
Rep Assigned:	Riaz, Mediha
Date Assigned:	2/15/10 03:53PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/15/10 03:55PM
Close Rep:	Riaz, Mediha
Issue Note:	power steering inquiry

Vehicle

Chassis # (US):	██████████
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	42,000
Sale:	11/02/04 12:00 AM
In Service Date:	05/26/04 12:00 AM
Production Date:	05/08/04 12:00 AM

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

Solution
wrt/told cust only honor MINI center diagnosis, have mini center diagnoe veh to see why issue occuring.

Attachments

File Name	Comments

Customer Service Request Detail # 201004600783

Activity Status:	Done	Activity Updated:	2/15/10 03:54PM
Activity Type	Customer Interaction	Activity Updated By:	Riaz, Mediha
Activity Assigned To:	Riaz, Mediha	Email From:	
Activity Created:	2/15/10 03:53PM	Email To:	
Activity Created By:	Riaz, Mediha		
Activity Description:	cci/ stating veh power steering having issue, 3rd party diagnosed it & determined known issue. wrtr/told cust only honor MINI center diagnosis, have		
Note Created: 2/15/10 03:54PM		Note Created By: Riaz, Mediha	Note Type: Customer Interaction
mini center diagnoe veh to see why issue occuring.			

Customer Service Request Detail # 201006101186

Activity Status:	Done	Activity Updated:	3/2/10 07:31PM
Activity Type	Customer Interaction	Activity Updated By:	Summers, Kelly
Activity Assigned To:	Summers, Kelly	Email From:	
Activity Created:	3/2/10 07:30PM	Email To:	
Activity Created By:	Summers, Kelly		
Activity Description:	cci, asked if recall related to power steering catching on fire/wrtr sttd no such info or recall on cust vehicle, did state O2 sensor warranty was ext		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201007401092

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Apt 33
 Denver, CO [REDACTED]

Service Request

Service Request #: 201007401092
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 3/15/10 04:47PM
 Created By: Fagert, Laura
 Rep Assigned: Gunn, Tina
 Date Assigned: 3/15/10 04:51PM
 Assigned Dealer: Ralph Schomp MINI
 Identified Dealer: Ralph Schomp MINI
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/9/10 07:07PM
 Close Rep: Gunn, Tina
 Issue Note: power steering/washer fluid/hom/actuator goodwill requests

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2004
 Model: Cooper
 Mileage: 29,000
 Sale: 10/18/05 12:00 AM
 In Service Date: 05/20/04 12:00 AM
 Production Date: 04/02/04 12:00 AM

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

Solution
wtr advised Justin SM, customer will continue to work directly with dlr to get resolve from MINI Market Team. Justin stt ok and he has been in contact with the customer today and dlr has great relationship with customer. wtr advised wtr closing case out o
dlr offered customer final AAM offer / (720) 235-7828. wtr left vm for customer requesting a call back / no call back. closing pending a call back.

Attachments

File Name	Comments

Customer Service Request Detail # 201007401092

Activity Status:	Done	Activity Updated:	3/15/10 04:51PM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	3/15/10 04:49PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cci power steering/washer fluid/hom/actuator goodwill requests. wtr adv tina, prev case mgr is not avail. wtr put cust in cm vm. wtr emailed cm.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/15/10 05:03PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/15/10 05:01PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	[REDACTED] (finace) stt vehicle was in shop on friday, \$2700 cost to repair >>> view notes >>>		

Note Created: 3/15/10 05:02PM	Note Created By: Gunn, Tina	Note Type: Customer Interaction
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stt SM advised this type of malfunction should not be occurring and referred customer to Customer Relations for options / call back number is 720.840.7782 / requested a call back.

Activity Status:	Done	Activity Updated:	3/17/10 03:39PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	3/17/10 03:31PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci mr. [REDACTED] asking for update from CM Tina, had in shop last week. 3500 miles a year, power steering went out in mountains		

Note Created: 3/17/10 03:31PM	Note Created By: Wertz, Blake	Note Type: Customer Interaction
-------------------------------	-------------------------------	---------------------------------

SM found \$3000 worth of stuff to be done
power steering pump, upper strut needs replaced- can lose shocks,
cust was looking at new MINI
720-840-7782
Sooner the better bc cant drive the vehicle

Activity Status:	Done	Activity Updated:	3/17/10 03:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	3/17/10 03:34PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wtr lvm SM Justin asking options for cust and if able to provide assist, ask call tina back		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201007401092

Activity Status:	Done	Activity Updated:	3/17/10 03:42PM
Activity Type	Corporate Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	3/17/10 03:41PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wtrr emaild CM Tina		
Note Created: 3/17/10 03:42PM		Note Created By: Wertz, Blake	
Note Type: Corporate Interaction			
<p>The customer called in trying to get in touch with you regarding this case. I called the SM on your behalf and left a message. They are trying to have this resolved ASAP due to the fact that the vehicle is not drivable. I told them th [REDACTED] you an email with this update. The customer's best call back number is [REDACTED]</p> <p>Kind Regards, Blake Wertz Customer Relations and Services Specialist</p>			
Activity Status:	Done	Activity Updated:	3/18/10 10:35AM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	3/18/10 10:30AM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci for status,adv cst that Tina is reaching out to the center.Cst sts vehicle jst went back in for power strng lock up/clutch failure,will tell Tina.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	3/18/10 11:04AM
Activity Type	Customer Interaction	Activity Updated By:	Aseltine, David
Activity Assigned To:	Aseltine, David	Email From:	
Activity Created:	3/18/10 11:00AM	Email To:	
Activity Created By:	Aseltine, David		
Activity Description:	John, cust fiance, ci req update. Cust sts hasn't gotten contact at all since last Fri. John sts cust called today, Doug didn't give good service. <		
Note Created: 3/18/10 11:01AM		Note Created By: Aseltine, David	
Note Type: Customer Interaction			
Cust req cb asap, just as an update, to keep in the loop. NOTE: Cell # is fiance cell, home and work are for cust.			
Activity Status:	Done	Activity Updated:	3/19/10 12:22PM
Activity Type	Dealer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	3/19/10 12:20PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	cci req to speak to Tina-Tina na-wrtr trans to vm and sent email		
Note Created: 3/19/10 12:22PM		Note Created By: Snively, Jodi	
Note Type: Dealer Interaction			

Customer Service Request Detail # 201007401092

<p>Hi Tina-Justin from Ralph Schomp MINI called in to speak to you. I transferred to your voicemail. Thanks.</p> <p>Kind Regards,</p> <p>Jodi Snively BMW Customer Relations and Services Representative</p>		
<p>Activity Status: Done</p> <p>Activity Type: Dealer Interaction</p> <p>Activity Assigned To: Gunn, Tina</p> <p>Activity Created: 3/19/10 12:23PM</p> <p>Activity Created By: Gunn, Tina</p> <p>Activity Description: [REDACTED] stt power steering not operating, and towed to dlr on 03.18.2010 with clutch not operating, but the customer will not authorize >>></p>	<p>Activity Updated: 3/19/10 12:34PM</p> <p>Activity Updated By: Gunn, Tina</p> <p>Email From:</p> <p>Email To:</p>	
<p>Note Created: 3/19/10 12:25PM</p> <p>Note Created By: Gunn, Tina</p> <p>Note Type: Dealer Interaction</p>		
<p>dlr to take down the transmission and [REDACTED] stt he has emailed his AAM about the customer's request to get ass [REDACTED] e cost of out of warranty repairs and gettin [REDACTED] of the current lease (wtr requested [REDACTED] copy wtr on the email resolve from AAM) [REDACTED] stt ok /</p> <p>[REDACTED] stt also spoke Sale Manager: Phil Fomero about possibly working with customer on trade asst and keeping current payments, but no final answer has been provided /</p> <p>[REDACTED] stt customer stt she feels all the repairs should be covered : dlr's recommended repairs and cost estimates: power steering pump \$930 / horn \$155 / right front strut: rubber mount is cracked \$ 353 / door lock actuator \$360 / battery recommended: customer declined, rear windshield washer needs to be replaced, customer is declining / -10, 960 miles for service per key read / last time vehicle was at the dlr was May 2008 /</p> <p>[REDACTED] stt he will follow up with wtr about AAM decision.</p>		
<p>Activity Status: Done</p> <p>Activity Type: Dealer Interaction</p> <p>Activity Assigned To: Gunn, Tina</p> <p>Activity Created: 3/19/10 12:33PM</p> <p>Activity Created By: Gunn, Tina</p> <p>Activity Description: [REDACTED] left vm for wtr requesting a call back @ [REDACTED]</p>	<p>Activity Updated: 3/19/10 12:33PM</p> <p>Activity Updated By: Gunn, Tina</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: Customer Interaction</p> <p>Activity Assigned To: Gunn, Tina</p> <p>Activity Created: 3/19/10 12:37PM</p> <p>Activity Created By: Gunn, Tina</p> <p>Activity Description: wtr spoke with Ms. [REDACTED] advised dlr is working directly with MINI Market Team to confirm if asst is available>>></p>	<p>Activity Updated: 3/19/10 12:43PM</p> <p>Activity Updated By: Gunn, Tina</p> <p>Email From:</p> <p>Email To:</p>	
<p>Note Created: 3/19/10 12:39PM</p> <p>Note Created By: Gunn, Tina</p> <p>Note Type: Customer Interaction</p>		
<p>and [REDACTED] SM is working with Sales Manager: Phil to inquire options fo [REDACTED] e in and to keep same lease payment / customer stt she will continue to work with [REDACTED] at the dlr to get resolve, as customer has good relationship with dlr / customer thanked wtr for follow up. wtr advised wtr will advised SM fo this information.</p>		

Customer Service Request Detail # 201007401092

Activity Status:	Done	Activity Updated:	3/19/10 12:43PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/19/10 12:41PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr advised Justin SM, customer will continue to work directly with dlr to get resolve from MINI Market Team. Justin stt ok and he has been in contact		
Note Created: 3/19/10 12:43PM		Note Created By: Gunn, Tina	Note Type: Dealer Interaction
with the customer today and dlr has great relationship with customer. wtr advised wtr closing case out on wtr's end. Justin stt ok.			
Activity Status:	Done	Activity Updated:	3/19/10 06:35PM
Activity Type	Customer Interaction	Activity Updated By:	Shelton, Kevin
Activity Assigned To:	Shelton, Kevin	Email From:	
Activity Created:	3/19/10 06:35PM	Email To:	
Activity Created By:	Shelton, Kevin		
Activity Description:	cust fiance John called regarding clutch repair asst. wrtr spoke with Tina and will call cust back.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	3/22/10 12:06PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/22/10 11:32AM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	customer stt that MINI Market Team only agrees to pay for 90% of the power steering and 90% lock : door issues >>>		
Note Created: 3/22/10 11:33AM		Note Created By: Gunn, Tina	Note Type: Customer Interaction
no asst with clutch (wear and tear: but dlr could not investigate the true issue; to determine : but customer stt she will not allow authorization to the dlr fully diagnosis the clutch / customer stt she is not willing to settle with the offer, will possibly seek legal regarding the type of malfunctions / stt that Sales reps are trying to see if she would like to get into another vehicle, but is dissatisfied with the over all quality of the current MINI and no longer interested in getting into anothe vehicle. customer stt she feel when she originally had the vehicle diagnosed why did not the dlr diagnosis the clutch issue at that time / > wtr apologized about dissatisfaction / wtr advised that MINI Market team will make the final decision and advised if she does not provide authorization to dlr to further inspect the clutch than nothing further will be consider for asst / wtr advised wtr does not represent MINI in legal matters and wtr will communicate her dissatisfaction with offer to Justin SM and MINI market team / wtr advised follow up within 3-5 bus days.			
Activity Status:	Done	Activity Updated:	3/24/10 01:30PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/24/10 01:30PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr left vm for Justin SM requesting a call back.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 201007401092

Activity Status:	Done	Activity Updated:	3/29/10 11:29AM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/29/10 11:29AM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Justin SM left vm for wtr requesting a call back @ [REDACTED] .		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/29/10 07:40PM
Activity Type	Email - Outbound	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	MINIAssistance@askMINIUSA.COM
Activity Created:	3/29/10 07:37PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Your 2004 MINI Cooper [1-1432329891]		
Note Created:	Note Created By:	Note Type:	
<p>[REDACTED]</p> <p>Hi [REDACTED]</p> <p>Thanks for writing MINI regarding your 2004 MINI Cooper.</p> <p>Our office is still researching your case and I will be in contact with you within the next 3 to 5 business days.</p> <p>In the interim, if you need to reach me, please feel free to drop me an e-mail. I would be happy to lend a hand. My direct extension is 2564. Thank you for your patience.</p> <p>LET'S MOTOR. Tina Gunn MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464)</p>			
Activity Status:	Done	Activity Updated:	3/29/10 07:40PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/29/10 07:40PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr sent email to customer.view last activity.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	3/30/10 07:40PM
Activity Type	Dealer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	3/30/10 07:34PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr spoke with Justin SM, AAM agreed to cover 100% door lock, horn and power steering and as a dlr the dlr would >>>		
Note Created:	3/30/10 07:35PM	Note Created By:	Gunn, Tina
		Note Type:	Dealer Interaction

Customer Service Request Detail # 201007401092

help with the clutch cost / customer stt this was still not good enough / clutch \$1880 and dlr discount was brought down to \$1487 / Justin stt that AAM feels this is more than fair and if the customer is seeking the consult legal at this time the AAM is going to pull back the original offer, vehicle is well outside of warranty and AAM feel the offer is fair / clutch is a wear item and no asst from MINI USA /			
Activity Status:	Done	Activity Updated:	4/7/10 01:55PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Emal From:	
Activity Created:	4/7/10 01:55PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	[REDACTED] wr left vm for customer requesting a call back.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201008501040

Customer

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

Service Request

Service Request #:	201008501040
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/26/10 05:54PM
Created By:	Snively, Jodi
Rep Assigned:	Snively, Jodi
Date Assigned:	3/26/10 05:57PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/26/10 06:01PM
Close Rep:	Snively, Jodi
Issue Note:	Power steering pump has failed

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	116,000
Sale:	10/19/04 12:00 AM
In Service Date:	10/01/04 12:00 AM
Production Date:	08/10/04 12:00 AM

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	RECALL NUMBER	AI01	RECALL NUMBER

Solution Notes

Solution
Wtrr adv there are no open recalls on veh-wtrr adv prev recall on power steering fan has been repaired and is no longer under warranty-wtrr adv cust to speak with SM at dealer for assistance with repairs

Attachments

File Name	Comments

Customer Service Request Detail # 201008501040

Activity Status:	Done	Activity Updated:	3/26/10 06:00PM
Activity Type	Customer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	3/26/10 05:57PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	cci stating his Power steering went out-MINI of Nashville adv cust the power steering pump has failed and needs replaced-cust spoke with 3rd party>		
Note Created: 3/26/10 05:59PM		Note Created By: Snively, Jodi	Note Type: Customer Interaction
mechanic who adv there was a recall on these minis for the power steering fan-cust is inq if there are any recalls on the veh-Witr adv there are no open recalls on veh-witr adv prev recall on power steering fan has been repaired and is no longer under warranty-witr adv cust to speak with SM at dealer for assistance with repairs			

Customer Service Request Detail # 201009600555

Customer

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

Service Request

Service Request #:	201009600555
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	4/6/10 01:20PM
Created By:	Robison, Kate
Rep Assigned:	Robison, Kate
Date Assigned:	4/6/10 01:21PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	4/6/10 01:23PM
Close Rep:	Robison, Kate
Issue Note:	cci to see if power steering has recall/can get assistance

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	48,000
Sale:	08/19/04 12:00 AM
In Service Date:	08/19/04 12:00 AM
Production Date:	07/20/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV03	WARRANTY ELIGIBILITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
writer adv cust to get diagnosis at authorized MINI center

Attachments

File Name	Comments

Customer Service Request Detail # 201009600555

Activity Status:	Done	Activity Updated:	4/6/10 01:23PM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	4/6/10 01:21PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	cci to see if power steering has recall/can get assistance >>		
Note Created: 4/6/10 01:22PM		Note Created By: Robison, Kate	Note Type: Customer Interaction
writer adv no recall on part, cust sits veh is at 3rd party right now. writer adv she can look into assistance, but cust would need diagnosis from local MINI center, writer cannot guarantee assistance. writer adv cust is responsible for tow bill and diagnosis fee. cust sits she doesn't want to take chance of paying for tow and diagnosis if assistance isn't guaranteed.			

Customer Service Request Detail # 201010400837

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Williamsport, PA

Service Request

Service Request #: 201010400837
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 4/14/10 04:03PM
 Created By: Smith, Jonathan
 Rep Assigned: Smith, Jonathan
 Date Assigned: 4/14/10 04:12PM
 Assigned Dealer: MINI of Pittsburgh
 Identified Dealer: MINI of Pittsburgh
 Date Resolved:
 Resolve Rep:
 Date Closed: 4/21/10 10:20AM
 Close Rep: Smith, Jonathan
 Issue Note: Steering complaints // goodwill assistance request

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2005
 Model: Cooper S
 Mileage:
 Sale: 02/21/05 12:00 AM
 In Service Date: 02/21/05 12:00 AM
 Production Date: 01/22/05 12:00 AM

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

Solution
writer lvm for customer at [REDACTED] adv we have called dlr and asked them to consider GW asst.

Attachments

File Name	Comments

Customer Service Request Detail # 201010400837

Activity Status:	Done	Activity Updated:	4/14/10 04:22PM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	4/14/10 04:12PM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Steering complaints // goodwill assistance request		
Note Created: 4/14/10 04:19PM		Note Created By: Smith, Jonathan	Note Type: Customer Interaction
<Customer stts she wants MINI to guarantee coverage of components.			
Writer adv customer that we cannot do that, would call dlr in Pittsburgh about asst once she set sup an appt. cannot guarantee any coverage.			
Activity Status:	Done	Activity Updated:	4/21/10 10:18AM
Activity Type	Dealer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	4/21/10 10:16AM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	Writer lvm for SM John asking for consideration of asst, adv cust may call to set up appt.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	4/21/10 10:18AM
Activity Type	Customer Interaction	Activity Updated By:	Smith, Jonathan
Activity Assigned To:	Smith, Jonathan	Email From:	
Activity Created:	4/21/10 10:18AM	Email To:	
Activity Created By:	Smith, Jonathan		
Activity Description:	writer lvm for customer at [REDACTED] adv we have called dlr and asked them to consider GW asst.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 201012600247

Customer

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

Service Request

Service Request #:	201012600247
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/6/10 10:35AM
Created By:	Edgin, Jennifer
Rep Assigned:	Edgin, Jennifer
Date Assigned:	5/6/10 10:36AM
Assigned Dealer:	Hassel MINI
Identified Dealer:	Hassel MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	5/6/10 10:43AM
Close Rep:	Edgin, Jennifer
Issue Note:	power steering cooling fan repair

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	51,000
Sale:	06/29/04 12:00 AM
In Service Date:	06/29/04 12:00 AM
Production Date:	06/07/04 12:00 AM

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
SV09	RECALL/CAMPAIGN CONTACT	RECALL NUMBER	AI01	RECALL NUMBER

Solution Notes

Solution
Writer adv'd no open recalls.

Attachments

File Name	Comments

Customer Service Request Detail # 201012600247

Activity Status:	Done	Activity Updated:	5/6/10 10:42AM
Activity Type	Customer Interaction	Activity Updated By:	Edgin, Jennifer
Activity Assigned To:	Edgin, Jennifer	Email From:	
Activity Created:	5/6/10 10:36AM	Email To:	
Activity Created By:	Edgin, Jennifer		
Activity Description:	Cust stts veh has a proble w/power steering cooling fan, cust stts friend had a letter for a recall w/this concern, are there any recalls on his veh.		
Note Created: 5/6/10 10:42AM		Note Created By: Edgin, Jennifer	Note Type: Customer Interaction
Writer adv'd no open recalls.			

Customer Service Request Detail # 201013200477

Customer

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

Service Request

Service Request #:	201013200477
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	5/12/10 12:36PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Pfahl, Kerrie
Date Assigned:	5/12/10 12:38PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	5/12/10 12:38PM
Close Rep:	Pfahl, Kerrie
Issue Note:	cci looking for assist on fixing power steering pump ver has not been to MINI dlr

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	09/25/04 12:00 AM
In Service Date:	09/25/04 12:00 AM
Production Date:	08/28/04 12:00 AM

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

Solution
wrt adv cust that the veh would need to get diag by a dlr wrt adv cust unfort wrt can not promise there will be any assist wrt did offered to reach out

Attachments

File Name	Comments

Customer Service Request Detail # 201013200477

Activity Status:	Done	Activity Updated:	5/12/10 12:38PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	5/12/10 12:38PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	cci looking for assist on fixing power steering pump ver has not been to MINI dlr		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201016800098

Customer

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

Service Request

Service Request #:	201016800098
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	6/17/10 09:23AM
Created By:	Fagert, Laura
Rep Assigned:	Fagert, Laura
Date Assigned:	6/17/10 09:24AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/17/10 09:27AM
Close Rep:	Fagert, Laura
Issue Note:	power steering pump and reservoir staying on when veh is off gw req

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	93,000
Sale:	01/03/05 12:00 AM
In Service Date:	01/03/05 12:00 AM
Production Date:	12/11/04 12:00 AM

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

Solution
. wtr adv cust would need to have issue diagnosed at MINI ctr before gw req could be considered, but did not promise assistance. wtr adv cust to speak with SM after diagnosis and call CR back if needed.

Attachments

File Name	Comments

Customer Service Request Detail # 201016800098

Activity Status:	Done	Activity Updated:	6/17/10 09:26AM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	6/17/10 09:24AM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cci power steering pump and reservoir staying on when veh is off gw req. cust sttd she read on blogs some cust have recieved assistance. cust sttd >		
Note Created: 6/17/10 09:25AM		Note Created By: Fagert, Laura	Note Type: Customer Interaction
veh has not been diagnosed at MINI center. wtr adv cust would need to have issue diagnosed at MINI ctr before gw req could be considered, but did not promise assistance. wtr adv cust to speak with SM after diagnosis and call CR back if needed.			

Customer Service Request Detail # 201016800551

Customer

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

Service Request

Service Request #:	201016800551
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	6/17/10 12:46PM
Created By:	Sorensen, Samantha
Rep Assigned:	Sorensen, Samantha
Date Assigned:	6/17/10 12:47PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/17/10 03:14PM
Close Rep:	Sorensen, Samantha
Issue Note:	cci steering locked up, cant afford diagnosis.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2005
Model:	Cooper
Mileage:	80,000
Sale:	07/31/04 12:00 AM
In Service Date:	07/31/04 12:00 AM
Production Date:	07/06/04 12:00 AM

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

Solution
wtrr advisd no assistance avilable for diagnosis.

Attachments

File Name	Comments

Customer Service Request Detail # 201016800551

Activity Status:	Done	Activity Updated:	6/17/10 03:14PM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	6/17/10 12:47PM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	cci steering locked up, cant afford diagnosis. wrtr advised no assistance available. advised she would file a complaint.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201016900185

Customer

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

Service Request

Service Request #:	201016900185
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	6/18/10 10:26AM
Created By:	Miller, Jacqueline
Rep Assigned:	Miller, Jacqueline
Date Assigned:	6/18/10 10:26AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	6/18/10 10:29AM
Close Rep:	Miller, Jacqueline
Issue Note:	Power Steering, Recall Inquiry.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	02/24/05 12:00 AM
In Service Date:	02/24/05 12:00 AM
Production Date:	01/22/05 12:00 AM

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
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Solution
Wtr informed-> no open recalls at this time, but documented complaint.

Attachments

File Name	Comments

Customer Service Request Detail # 201016900185

Activity Status:	Done	Activity Updated:	6/18/10 10:28AM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Jacqueline
Activity Assigned To:	Miller, Jacqueline	Email From:	
Activity Created:	6/18/10 10:26AM	Email To:	
Activity Created By:	Miller, Jacqueline		
Activity Description:	Cci stts she lost power steering in her MINI, had heard of multiple prior complaints, wanted to know if it was covered under warratny. Wtr informed>		
Note Created: 6/18/10 10:27AM		Note Created By: Miller, Jacqueline	Note Type: Customer Interaction
Cci stts she lost power steering in her MINI, had heard of multiple prior complaints, wanted to know if it was covered under warratny. Wtr informed> no open recalls at this time, but documented complaint.			

Customer Service Request Detail # 201018900821

Customer

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

Service Request

Service Request #:	201018900821
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	7/8/10 03:43PM
Created By:	Fagert, Laura
Rep Assigned:	Gillum, Aaron
Date Assigned:	7/12/10 05:10PM
Assigned Dealer:	Bob Smith MINI
Identified Dealer:	Bob Smith MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	7/13/10 02:31PM
Close Rep:	Gillum, Aaron
Issue Note:	power steering gw req

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	82,000
Sale:	08/30/04 12:00 AM
In Service Date:	06/01/04 12:00 AM
Production Date:	04/22/04 12:00 AM

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

Solution
wtr adv veh must be diag at MINI ctr for assistance to be considered. wtr adv assistance is on a case by case basis and sttd cust can call into CR if additional research is needed after diagnosis.
Wtrr advsd no assist due to age and mileage of vehicle (2nd owner)

Attachments

File Name	Comments

Customer Service Request Detail # 201018900821

Activity Status:	Done	Activity Updated:	7/8/10 03:50PM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	7/8/10 03:48PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cust and firend susan ci power steering gw req. wtr adv dlr will need to have issue diagnosed and MINI ctr and adv speaking with SM. wtr adv >		

Note Created: 7/8/10 03:48PM Note Created By: Fagert, Laura Note Type: Customer Interaction

assistance is on a case by case basis and sttd cust can call into CR if additional research is needed after diagnosis.

Activity Status:	Done	Activity Updated:	7/9/10 01:10PM
Activity Type	Customer Interaction	Activity Updated By:	Walsh, Tim
Activity Assigned To:	Walsh, Tim	Email From:	
Activity Created:	7/9/10 01:10PM	Email To:	
Activity Created By:	Walsh, Tim		
Activity Description:	CCI stted diag done, veh req steering pump		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/9/10 02:04PM
Activity Type	Customer Interaction	Activity Updated By:	Jacobson, Erin
Activity Assigned To:	Jacobson, Erin	Email From:	
Activity Created:	7/9/10 02:04PM	Email To:	
Activity Created By:	Jacobson, Erin		
Activity Description:	Wtr put cust thru to LF's VM.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/9/10 03:43PM
Activity Type	Customer Interaction	Activity Updated By:	Lockman, Adrienne
Activity Assigned To:	Lockman, Adrienne	Email From:	
Activity Created:	7/9/10 03:43PM	Email To:	
Activity Created By:	Lockman, Adrienne		
Activity Description:	CCI to spk w/ Laura. Laura NA. Wrt Frw to VM.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	7/9/10 05:02PM
Activity Type	Customer Interaction	Activity Updated By:	Lukkarila, Zach
Activity Assigned To:	Lukkarila, Zach	Email From:	
Activity Created:	7/9/10 05:02PM	Email To:	
Activity Created By:	Lukkarila, Zach		
Activity Description:	cci req laura but stts if laura unavailable wants to speak with someone else, escalated to tina		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 201018900821

Activity Status:	Done	Activity Updated:	7/9/10 05:10PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	7/9/10 05:02PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	call transferred from tier 1. customer stt the vehicle was taken to the dlr today and dlr diagnosed the power steering >>>		
Note Created: 7/9/10 05:04PM		Note Created By: Gunn, Tina	Note Type: Customer Interaction
<p>failed and needs be replaced. stt he has also reported the safe issue with NHSTA. stt he feels MINI should provide assistance. wtr advised wtr will notify laura that the vehicle is at the dlr and has been diagnosed. wtr advised laura will research his request, however advised the vehicle is 2 yrs outside of warranty and repair cost are customer expense. number on file best. wtr advised laura will follow up within 3-5 bus days.</p>			
Activity Status:	Done	Activity Updated:	7/9/10 05:13PM
Activity Type	Corporate Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	7/9/10 05:10PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	wtr emailed Laura. see notes		
Note Created: 7/9/10 05:13PM		Note Created By: Gunn, Tina	Note Type: Corporate Interaction
<p>From: Gunn Tina, SF4-US-S-5 Sent: Friday, July 09, 2010 5:13 PM To: Fage [REDACTED] F4-US-S-5 Subject: [REDACTED] - chassis: TJ61074</p> <p>Laura,</p> <p>Mr [REDACTED] is requesting follow up from you. I added notes to the file. I have advised you will research and follow up within 3-5 business days.</p> <p>Kind Regards, Tina M. Gunn Customer Relations and Services Specialist Telephone (614) 718-2564 Fax (614) 789-1992</p>			
Activity Status:	Done	Activity Updated:	7/12/10 04:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	7/12/10 04:38PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	SA Ryan sttd due to age and mileage this would be cust pay item.		
Note Created:		Note Created By:	Note Type:

Customer Service Request Detail # 201018900821

Activity Status:	Done	Activity Updated:	7/12/10 05:00PM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	7/12/10 04:40PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	wtr adv due to age of veh and mileage this will be a customer pay. cust is upset that there is no coverage because he has heard>		
Note Created: 7/12/10 04:42PM		Note Created By: Fagert, Laura	
Note Type: Customer Interaction			
of other people who got assistance. cust sttd he has already complained to dept of transportation about this issue. cust sttd he has only cust requested to have parts paid			
Activity Status:	Done	Activity Updated:	7/12/10 05:03PM
Activity Type	Customer Interaction	Activity Updated By:	Fagert, Laura
Activity Assigned To:	Fagert, Laura	Email From:	
Activity Created:	7/12/10 05:00PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cust sttd he thinks this is a safety issue and cust sttd everyone else has gotten assistance for this issue. cust sttd he wants MINI to pay for at >		
Note Created: 7/12/10 05:01PM		Note Created By: Fagert, Laura	
Note Type: Customer Interaction			
least part of his expenses. cust sttd he wants to escalate case beyond wtr. wtr adv she will email her supervisor and have him contact him within 5 bus days.			
Activity Status:	Done	Activity Updated:	7/13/10 02:31PM
Activity Type	Escalation Team	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/12/10 05:07PM	Email To:	
Activity Created By:	Fagert, Laura		
Activity Description:	cust req to speak with supervisor, case escalated REM Aaron		
Note Created: 7/12/10 05:09PM		Note Created By: Fagert, Laura	
Note Type: Customer Interaction			

Customer Service Request Detail # 201018900821

From: Fagert Laura, SF4-US-S-5
Sent: Monday, July 12, 2010 5:09 PM
To: Gillum Aaron, SF4-US-S-5
Cc: Hahn Lindsey, SF2-US-S-6
Subject: RE: SR 201018900821-supervisor req

From: Fagert Laura, SF4-US-S-5

H [REDACTED]

Mr. Kovvuri requested to speak with my supervisor after I explained that his power steering repair would be customer pay. He stated other people have had this paid for and I explained everything is on a case by case basis and referred to the high mileage and age of the vehicle. He stated this is a safety issue and requested to speak with my supervisor and stated he feels uncomfortable in the vehicle. I advised he would be contacted by you within 3 business days and his daytime number is (971) 344-3465.

Kind Regards,
Laura M. Fagert
Customer Relations and Services Specialist
Telephone
(614) 789-7373
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	7/13/10 02:31PM
Activity Type	Customer Interaction	Activity Updated By:	Gillum, Aaron
Activity Assigned To:	Gillum, Aaron	Email From:	
Activity Created:	7/13/10 02:18PM	Email To:	
Activity Created By:	Gillum, Aaron		
Activity Description:	Cust reiterated complaint of powersteering pump failure>>		

Note Created: 7/13/10 02:19PM Note Created By: Gillum, Aaron Note Type: Customer Interaction

Cust stts that other owners have had similiar problem and were given assistance.
Wrtr advsd that all cases reviewed individually.
Wrtr advsd no assist to be provided due to age and mileage of vehicle (2nd owner).

Customer Service Request Detail # 201019600792

Customer

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

Service Request

Service Request #:	201019600792
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	7/15/10 03:31PM
Created By:	ONEil, Nicholas
Rep Assigned:	McClary, Marie
Date Assigned:	7/15/10 04:16PM
Assigned Dealer:	MINI of Loveland
Identified Dealer:	MINI of Loveland
Date Resolved:	
Resolve Rep:	
Date Closed:	7/15/10 04:21PM
Close Rep:	McClary, Marie
Issue Note:	cci sitting concerns over power steering system.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	38,000
Sale:	03/26/04 12:00 AM
In Service Date:	03/26/04 12:00 AM
Production Date:	02/18/04 12:00 AM

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
SV06	TECHNICAL ASSISTANCE / INFORMATION	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
while wrtr was speaking with cust cust became disconnected. Closed pending CB. while wrtr was speaking with cust cust became disconnected. Closed pending CB. no specific requests wanted to know if power steering was a common issue, wrtr apologized not technically trained referred to svc ctr for more info.

Attachments

File Name	Comments

Customer Service Request Detail # 201019600792

Activity Status:	Done	Activity Updated:	7/15/10 03:33PM
Activity Type	Customer Interaction	Activity Updated By:	ONeil, Nicholas
Activity Assigned To:	ONeil, Nicholas	Email From:	
Activity Created:	7/15/10 03:32PM	Email To:	
Activity Created By:	ONeil, Nicholas		
Activity Description:	cci sitng concerns over power steering system. Cust stts read online mioght be fuse, dlrshp>>>		
Note Created: 7/15/10 03:33PM		Note Created By: ONeil, Nicholas	
Note Type: Customer Interaction			
without diagnosing thinks might be power steering pump. Cust disconnected.			
Activity Status:	Done	Activity Updated:	7/15/10 04:21PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	7/15/10 04:20PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	CCI after disconnected, no specific requests wanted to know if power steering was a common issue, wrtr apologized not technically trained referred...		
Note Created: 7/15/10 04:21PM		Note Created By: McClary, Marie	
Note Type: Customer Interaction			
to svc ctr for technical information.			

Customer Service Request Detail # 201022200622

Customer

Name: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Crystal River, FL [REDACTED]

Service Request

Service Request #: 201022200622
Brand: MINI
Type: Inquiry
Current Status: Closed
Date Opened: 8/10/10 01:48PM
Created By: Lockman, Adrienne
Rep Assigned: Lockman, Adrienne
Date Assigned: 8/10/10 01:49PM
Assigned Dealer:
Identified Dealer:
Date Resolved:
Resolve Rep:
Date Closed: 8/10/10 01:50PM
Close Rep: Lockman, Adrienne
Issue Note: CCI to see if any open recalls on power steering pump

Vehicle

Chassis # (US): [REDACTED]
Chassis # (Non - US): [REDACTED]
Year: 2005
Model: Cooper
Mileage:
Sale: 08/31/04 12:00 AM
In Service Date: 08/31/04 12:00 AM
Production Date: 07/19/04 12:00 AM

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
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wrt adv cust that there are not open recalls at this time on veh.

Attachments

File Name	Comments
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Customer Service Request Detail # 201022200622

Activity Status:	Done	Activity Updated:	8/11/10 01:50PM
Activity Type	Email - Inbound	Activity Updated By:	Laney, Megan
Activity Assigned To:	Laney, Megan	Email From:	[REDACTED]
Activity Created:	8/9/10 11:14PM	Email To:	[REDACTED]
Activity Created By:	Administrator, Siebel		
Activity Description:	General customer service		
Note Created:		Note Created By:	
[REDACTED]		[REDACTED]	
		Phone: [REDACTED] Vin: WMWRC53435 [REDACTED]	
		Question / Comment: Power steering on my mini intermittently stops working. Car is unsafe to drive. Is this a "campaign" issue. Will the dealership fix this problem?	
Activity Status:	Done	Activity Updated:	8/10/10 01:50PM
Activity Type	Customer Interaction	Activity Updated By:	Lockman, Adrienne
Activity Assigned To:	Lockman, Adrienne	Email From:	
Activity Created:	8/10/10 01:49PM	Email To:	
Activity Created By:	Lockman, Adrienne		
Activity Description:	CCI to see if any open recalls on power steering pump. wrt adv cust that there are not open recalls at this time on veh.		
Note Created:		Note Created By:	

Customer Service Request Detail # 201023000165

Customer

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

Service Request

Service Request #:	201023000165
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	8/18/10 10:17AM
Created By:	Riaz, Mediha
Rep Assigned:	Riaz, Mediha
Date Assigned:	8/18/10 10:17AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	8/18/10 10:18AM
Close Rep:	Riaz, Mediha
Issue Note:	steering malf

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	70,000
Sale:	10/08/04 12:00 AM
In Service Date:	04/30/04 12:00 AM
Production Date:	03/31/04 12:00 AM

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
SL03	OVERALL QUALITY	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
wrti/no open recall, post warr work cust pay.

Attachments

File Name	Comments

Customer Service Request Detail # 201023000165

Activity Status:	Done	Activity Updated:	8/18/10 10:18AM
Activity Type	Customer Interaction	Activity Updated By:	Riaz, Mediha
Activity Assigned To:	Riaz, Mediha	Email From:	
Activity Created:	8/18/10 10:17AM	Email To:	
Activity Created By:	Riaz, Mediha		
Activity Description:	cci/stated Hard to steer, if any recall. writ/no open recall, post war work cust pay.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201026600822

Customer

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

Service Request

Service Request #:	201026600822
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/23/10 02:42PM
Created By:	O'Neil, Jennifer
Rep Assigned:	Sorensen, Samantha
Date Assigned:	9/24/10 09:34AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/24/10 01:02PM
Close Rep:	Sorensen, Samantha
Issue Note:	power steering intermit not working, no MINI diagnosis, req tech info.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	120,000
Sale:	09/22/04 12:00 AM
In Service Date:	09/22/04 12:00 AM
Production Date:	08/17/04 12:00 AM

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

Solution
wtrr adv caller she should have a diagnosis done at a local MINI dealer for accurate info on problem and solutions available.

Attachments

File Name	Comments
Morrone, Connie Letter	

Customer Service Request Detail # 201026600822

Activity Status:	Done	Activity Updated:	9/23/10 02:44PM
Activity Type	General	Activity Updated By:	O'Neil, Jennifer
Activity Assigned To:	O'Neil, Jennifer	Email From:	
Activity Created:	9/23/10 02:44PM	Email To:	
Activity Created By:	O'Neil, Jennifer		
Activity Description:	Cust question: Why power steering failed & he never fixed it & one day it worked again.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/24/10 10:12AM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	9/24/10 10:12AM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	wtr called cust @ [REDACTED] cust na, wtr left VM.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/24/10 11:23AM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	9/24/10 11:23AM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	cci for sam sam n/a wrt trans cust to VM		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/24/10 11:37AM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	9/24/10 11:37AM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	Constance morone lft vm, req CB @ [REDACTED]		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/24/10 01:01PM
Activity Type	Customer Interaction	Activity Updated By:	Sorensen, Samantha
Activity Assigned To:	Sorensen, Samantha	Email From:	
Activity Created:	9/24/10 12:58PM	Email To:	
Activity Created By:	Sorensen, Samantha		
Activity Description:	wtr called cust @ [REDACTED] cust sttd power steering intermit not working, no MINI diagnosis, req tech info.		
Note Created:		Note Created By:	

Customer Service Request Detail # 201027101251

Customer

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

Service Request

Service Request #:	201027101251
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/28/10 05:49PM
Created By:	Pfahl, Kerrie
Rep Assigned:	Pfahl, Kerrie
Date Assigned:	9/28/10 05:49PM
Assigned Dealer:	
Identified Dealer:	MINI of Mountain View
Date Resolved:	
Resolve Rep:	
Date Closed:	10/11/10 06:50PM
Close Rep:	Pfahl, Kerrie
Issue Note:	power steering pump issue

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	44,389
Sale:	12/03/04 12:00 AM
In Service Date:	12/03/04 12:00 AM
Production Date:	10/10/04 12:00 AM

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

Solution
wrt adv cust 15% is the assist to be provided wrt adv cust no open recalls regarding pump

Attachments

File Name	Comments

Customer Service Request Detail # 201027101251

Activity Status:	Done	Activity Updated:	9/28/10 05:59PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	9/28/10 05:49PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	power steering pump issue		

Note Created: 9/28/10 05:50PM Note Created By: Pfahl, Kerrie Note Type: Customer Interaction

cust is looking at assist in getting assist in getting the power steering pump replaced . faults are not showing up on the dlr computer, cust stated that the steering will lock up . cust stated that there are 2 different issues that maybe wrong with the veh, battery, intermitten issue with the steering pump
 wrt adv cust 3 to 5 business day for wrt to get back with cust

Activity Status:	Done	Activity Updated:	10/1/10 04:09PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/1/10 04:09PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt left VM for Dlr		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/5/10 03:24PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/5/10 03:24PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt left VM for cust		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	10/7/10 02:02PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/7/10 02:02PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt left VM for SM		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 201027101251

Activity Status:	Done	Activity Updated:	10/8/10 12:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/8/10 12:29PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	SM left Vm for wrt stating that the veh is outside of warranty stated offered cust 15% cust declined		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/8/10 03:10PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/8/10 03:10PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	cust left VM for wrt		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/8/10 03:10PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/8/10 03:10PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt left VM for cust		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/11/10 06:44PM
Activity Type	Customer Interaction	Activity Updated By:	Pfahl, Kerrie
Activity Assigned To:	Pfahl, Kerrie	Email From:	
Activity Created:	10/11/10 06:42PM	Email To:	
Activity Created By:	Pfahl, Kerrie		
Activity Description:	wrt spk with cust wrt adv cust the 15% offer is the final offer wrt adv cust veh is 2 years outside of warranty cust stated it should be a recall wrt->		
Note Created: 10/11/10 06:43PM		Note Created By: Pfahl, Kerrie	
		Note Type: Customer Interaction	
wrt adv cust it is not a currenty recall at this point wrt adv cust can get it fixed and if there is a recall on the pump cust would be able to get reimbursed if cust worked with dlr			

Customer Service Request Detail # 201027300204

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED] ga
 Carlsbad, CA [REDACTED]

Service Request

Service Request #: 201027300204
 Brand: MINI
 Type: Inquiry
 Current Status: Closed
 Date Opened: 9/30/10 09:59AM
 Created By: Robinson, Leanne
 Rep Assigned: Robinson, Leanne
 Date Assigned: 9/30/10 10:00AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 9/30/10 10:01AM
 Close Rep: Robinson, Leanne
 Issue Note: recall inq/power steering

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2005
 Model: Cooper
 Mileage:
 Sale: 10/15/04 12:00 AM
 In Service Date: 10/15/04 12:00 AM
 Production Date: 07/30/04 12:00 AM

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
SV09	RECALL/CAMPAIGN CONTACT	NO OPEN RECALLS ON VEHICLE	EA01	NO OPEN RECALLS ON VEHICLE

Solution Notes

Solution
wrtr adv cust no open recalls on his vehicle. wrtr adv cust that all recalls are VIN specific. wrtr adv cust we need diagnosis from MINI dealer before we can look into assistance.

Attachments

File Name	Comments

Customer Service Request Detail # 201027300204

Activity Status:	Done	Activity Updated:	9/30/10 10:01AM
Activity Type	Customer Interaction	Activity Updated By:	Robinson, Leanne
Activity Assigned To:	Robinson, Leanne	Email From:	
Activity Created:	9/30/10 10:00AM	Email To:	
Activity Created By:	Robinson, Leanne		
Activity Description:	cci w/recall inq/power steering>		
Note Created: 9/30/10 10:00AM		Note Created By: Robinson, Leanne	Note Type: Customer Interaction
cust sttd power steering problems, but has not had diagnosis from dealer yet, as he is out of warranty. cust inquired about recalls for his vehicle. wrtr adv cust no open recalls on his vehicle. wrtr adv cust that all recalls are VIN specific. wrtr adv cust we need diagnosis from MINI dealer before we can look into assistance.			

Customer Service Request Detail # 201027300730

Customer

Name:	[REDACTED]
Method:	[REDACTED]
	[REDACTED]
	[REDACTED]
	Dublin, CA [REDACTED]

Service Request

Service Request #:	201027300730
Brand:	MINI
Type:	Inquiry
Current Status:	Closed
Date Opened:	9/30/10 02:23PM
Created By:	Miller, Jacqueline
Rep Assigned:	Miller, Jacqueline
Date Assigned:	9/30/10 02:23PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/30/10 02:24PM
Close Rep:	Miller, Jacqueline
Issue Note:	MINI open recalls, power steerings and pump.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2004
Model:	Cooper
Mileage:	
Sale:	11/24/03 12:00 AM
In Service Date:	11/24/03 12:00 AM
Production Date:	10/03/03 12:00 AM

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

Solution
Wtr adv no open recalls, and if recall is deemed then owner will be made aware, adv if having current concerns to bring veh to dlr fro diag.

Attachments

File Name	Comments

Customer Service Request Detail # 201027300730

Activity Status:	Done	Activity Updated:	9/30/10 02:24PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Jacqueline
Activity Assigned To:	Miller, Jacqueline	Email From:	
Activity Created:	9/30/10 02:23PM	Email To:	
Activity Created By:	Miller, Jacqueline		
Activity Description:	Cci to see if any open recalls, specifically on steering pump and unit. Wtr adv no open recalls, and if recall is deemed then owner will be made aware		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200708001033

Customer

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

Service Request

Service Request #:	200708001033
Brand:	MINI
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	3/21/07 10:48AM
Created By:	Zika, Debbie
Rep Assigned:	Talarico, Sal
Date Assigned:	3/21/07 10:55AM
Assigned Dealer:	
Identified Dealer:	South Bay MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	5/17/07 08:45AM
Close Rep:	Talarico, Sal
Issue Note:	Nita-Atty Ltr CA Lemon; check engn light, glove box, steering cooling fan, brakes, dr handle, wndws

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	05/11/05 12:00 AM
In Service Date:	05/11/05 12:00 AM
Production Date:	03/30/05 12:00 AM

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
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	BRAKES	3400	BRAKES
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	BODY EQUIPMENT	5121	DOOR LOCKS, HANDLES & TRIM -- FRONT
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	BODY EQUIPMENT	5133	POWER WINDOWS (motor/regulator)
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	FUEL INJECTION - SYSTEMS	1361	Electronic Control Unit (Check Engine Light)

Solution Notes

Solution
Negotiated AMM supported repurchase and coordinated surrender of vehicle

Attachments

File Name	Comments
KTakahashiAttnyAckLtr (Ar	
KTakahashiOfferCLS (Arch	
KTakahashiSettleRepurcha	
TAKAHASHI Contract Title	
TAKAHASHI Defect Notif (/	
TAKAHASHI Offer Accptnc	
TAKAHASHI ROs (Archiver	
TAKAHASHI Sign Page SA	
TAKAHASHI Signed Offer /	

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	3/21/07 12:00PM
Activity Type	General	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/21/07 10:55AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Nita-Atty Ltr CA Lemon; check engn light, glove box, steering cooling fan, brakes, dr handle, wndows		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/21/07 02:56PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/21/07 02:55PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared attorney acknowledgement Letter and sent for FedEx delivery (attached)		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/21/07 04:05PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/21/07 03:48PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Notified Market Team		

Note Created: 3/21/07 04:05PM	Note Created By: Talarico, Sal	Note Type: Field Interaction
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Customer Service Request Detail # 200708001033

From: Talarico Sal, V4-US-A-52
 Sent: Wednesday, March 21, 2007 4:05 PM
 To: Bruni Claude, V4
 Subject: CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]
 Importance: High

Claude,

Re: CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]
 Attorney: Nick Nita / Consumer Legal Services

I have attached attorney claim letter, RO's and warranty history.

Attorney claiming 4x service for same defect check engine light
 Attorney requesting the repurchase of this vehicle.

Please review and advise or call to discuss.

Best regards,
 Sal
 3 attachments

Salvatore Talarico
 MINI Team Lead CORE Group
 National Customer Relations and Services

Telephone
 (201) 263-8228
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	3/21/07 03:55PM
Activity Type	General	Activity Updated By:	Pascale, Audrey
Activity Assigned To:	Pascale, Audrey	Email From:	
Activity Created:	3/21/07 03:55PM	Email To:	
Activity Created By:	Pascale, Audrey		
Activity Description:	FED EX #7923 1114 4740 03/21/07		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/26/07 11:14AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/26/07 11:11AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	on 3/23 Nick Nita from CLS left VMessage advising this was a clear Lemon case we should process promptly. Also stated his fee was \$3750		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	3/26/07 11:14AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/26/07 11:13AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared e-mail response and sent to Nick Nita @ Consumer Legal Service		

Note Created: 3/26/07 11:13AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
Sent: Monday, March 26, 2007 11:11 AM
To: 'Nick Nita' <[REDACTED]>
[REDACTED] <[REDACTED]>
[REDACTED] <[REDACTED]>

Hello Nick,
Hope all is well.

I received your Voice Message.
This case is currently being reviewed as stated in our letter.
Should we make an offer, we will need the Bill of Sale and the loan history with final payoff amount.

If you would like to provide this now to save time that would be fine.
You can e-mail or fax it.
Fax number is 201-930-8484. Please put to my attention.

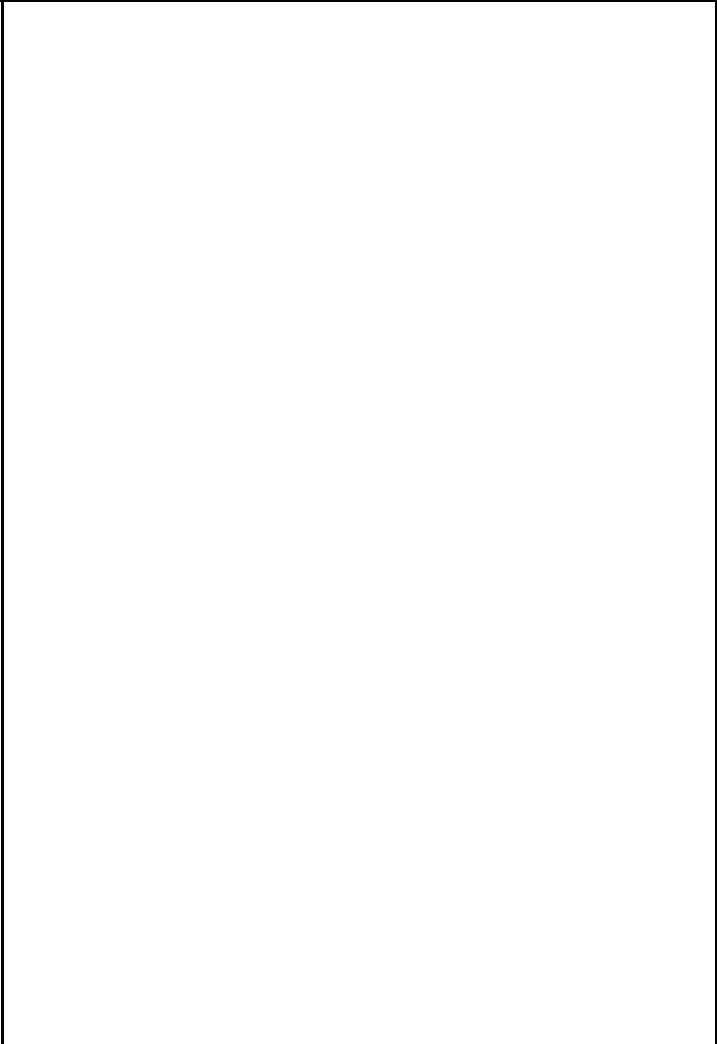
Also, Nancy McDonald works for BMW and not for MINI USA .
Kindly keep our correspondence separate and apart.
In addition, MINI is responsible for their own pre-litigation negotiations and I would request there not be any comparison to what they will agree to.

Thank you Nick. I will be in touch soon.
Best regards,
Sal

Salvatore Talarico
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National Customer Relations and Services

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Activity Status:	Done	Activity Updated:	3/26/07 11:21AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/26/07 11:20AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney response now in litigation		

Customer Service Request Detail # 200708001033

Note Created: 3/26/07 11:21AM		Note Created By: Talarico, Sal		Note Type: Customer's Attorney	
<p>-----Original Message----- From: Nick Nita [mailto:nrita@lemonauto.com] Sent: Monday, March 26, 2007 11:15 AM To: Talarico S [redacted] 2 Subject: RE: [redacted]</p> <p>Please be advised that the case is now in litigation.</p>					
Activity Status:	Done	Activity Updated:	3/26/07 11:22AM	Activity Type	Customer's Attorney
Activity Assigned To:	Talarico, Sal	Activity Updated By:	Talarico, Sal	Activity Created:	3/26/07 11:21AM
Activity Created By:	Talarico, Sal	Email From:		Activity Created By:	Talarico, Sal
Activity Description:	Writer requested when this occurred				
Note Created: 3/26/07 11:21AM		Note Created By: Talarico, Sal		Note Type: Customer's Attorney	
<p>-----Original Message----- From: Talarico Sal, V4-US-A-52 Sent: Monday, March 26, 2007 11:20 AM To: Nick Nita Subject: RE: [redacted]</p> <p>When did this occur?</p> <p>-----Original Message----- From: Nick Nita [mailto:nrita@lemonauto.com] Sent: Monday, March 26, 2007 11:15 AM To: Talarico S [redacted] 2 Subject: RE: [redacted]</p> <p>Please be advised that the case is now in litigation.</p>					
Activity Status:	Done	Activity Updated:	3/26/07 12:03PM	Activity Type	Customer's Attorney
Activity Assigned To:	Talarico, Sal	Activity Updated By:	Talarico, Sal	Activity Created:	3/26/07 12:02PM
Activity Created By:	Talarico, Sal	Email From:		Activity Created By:	Talarico, Sal
Activity Description:	Follow up e-mail to attorney requesting we continue				
Note Created: 3/26/07 12:03PM		Note Created By: Talarico, Sal		Note Type: Customer's Attorney	

Customer Service Request Detail # 200708001033

-----Original Message-----
 From: Talarico Sal, V4-US-A-52
 Sent: Monday, March 26, 2007 12:02 PM
 To: 'Nick Nita'
 Subject: RE: [REDACTED]

Mr. Nita,

I'm confused. We received your Faxed Complaint Letter on Wed. March 21,2007 and responded same day with an acknowledgement letter Via FedEx.
 Your Vmessage to me on March 23, 2007 (Friday) acknowledged this.

Two business days have passed since we received your letter of complaint and the morning of the third business day March 26 2007 (Monday) you advise me it's in litigation?

We do not feel that two days is adequate to investigate the service history or to adequately present a reasonable offer. With all due respect and fairness to all involved, we would like to complete our investigation and prepare a response.
 Your cooperation during this process is appreciated.

Please respond.
 Sal Talarico
 MINI USA

Activity Status:	Done	Activity Updated:	3/28/07 12:54PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/28/07 12:53PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with Attorney. has not responded to request if we can proceed.		

Note Created: 3/28/07 12:54PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
 Sent: Wednesday, March 28, 2007 12:52 PM
 To: 'Nick Nita'
 Subject: RE: [REDACTED]
 Importance: High

Nick,

Can we proceed with this case?
 Please advise asap.

Thanks,
 Sal

Activity Status:	Done	Activity Updated:	3/29/07 10:59AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/29/07 10:40AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	2nd request to proceed		

Note Created: 3/29/07 10:40AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Customer Service Request Detail # 200708001033

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

From: Nick Nita [mailto:nnita@lemonauto.com]
Sent: Thursday, March 29, 2007 10:39 AM
To: Talarico S [redacted] ?
Subject: [redacted]

it has not come back from court; what is your offer?

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Thu 3/29/2007 9:04 AM
To: Nick Nita
Subject: RE: [redacted]

You said it was going into litigation
and we requested an opportunity
to settle. Can we proceed or have
you filed?

From: Nick Nita [mailto:nnita@lemonauto.com]
Sent: Wednesday, March 28, 2007 5:25 PM
To: Talarico S [redacted] ?
Subject: RE: [redacted]

what do you mean?

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Wednesday, March 28, 2007 9:52 AM
To: Nick Nita
Subject: RE: [redacted]
Importance: High

Nick,

Can we proceed with this case?
Please advise asap.

Thanks,
Sal

From: Nick Nita [mailto:nnita@lemonauto.com]
Sent: Monday, March 26, 2007 1:37 PM
To: Talarico S [redacted] ?
Subject: RE: [redacted]

Sal,

Financial information should not be part of your evaluation of this lemon law claim, only
repair history. To me, BMW and Mini are the same.

...

Customer Service Request Detail # 200708001033

...
Nick

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Monday, March 26, 2007 8:11 AM
To: Nick Nita
Subject: Re: [REDACTED]
Importance: high

Hello Nick,
Hope all is well.

I received your Voice Message.
This case is currently being reviewed as stated in our letter.
Should we make an offer, we will need the Bill of Sale and the loan history with final payoff amount.

If you would like to provide this now to save time that would be fine.
You can e-mail or fax it.
Fax number is 201-930-8484. Please put to my attention.

Also, Nancy McDonald works for BMW and not for MINI USA .
Kindly keep our correspondence separate and apart.
In addition, MINI is responsible for their own pre-litigation negotiations and I would request there not be any comparison to what they will agree to.

Thank you Nick. I will be in touch soon.
Best regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	3/30/07 08:37AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	3/30/07 08:36AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail Re: fee and usage offset		

Note Created: 3/30/07 08:37AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Customer Service Request Detail # 200708001033

-----Original Message-----
From: Nick Nita [mailto:nnita@lemonauto.com]
Sent: Thursday, March 29, 2007 5:52 PM
To: Talarico S [redacted]
Subject: RE: [redacted]
Pls let me know where you calculate mileage and my attorney fee and cost.

Activity Status:	Done	Activity Updated:	4/2/07 09:32AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/2/07 09:29AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail to AMM		

Note Created: 4/2/07 09:30AM Note Created By: Talarico, Sal Note Type: Field Interaction

From: Talarico Sal, V4-US-A-52
Sent: Monday, April 02, 2007 8:48 AM
To: Bruni Claude, V4-US-V-3-M
Cc: Henkel Harry, V4-US-V
Subject: 4/2/07 CRITICAL: [redacted] 2005 MINI Cooper S VIN# [redacted] South Bay MINI
Importance: High

Claude,

As per our conversation I will advise Mr Nita that we will offer to repurchase this vehicle. A review of the service history indicates the first service at 3321 miles. The Vehicle now has approx 28,000 miles.

Vehicle was purchased at South Bay MINI and all service was performed by South Bay. I have summarized the SEL light services and did not see any request from the dealer for FSE inspection or AMM interaction. Please remind South Bay that early intervention is what we strive for.

Mileage Cust States Date

3321 Chk Eng Light 7/5/05
6703 9/12/05
16181 4/6/06
17229 5/5/06
21655 7/31/06
24981 10/10/06
27409 12/12/06

Dealer performed a service at each interval.

Thanks,
Sal

Activity Status:	Done	Activity Updated:	4/2/07 09:32AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/2/07 09:31AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	e-mail Response to attorney		

Note Created: 4/2/07 09:31AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Customer Service Request Detail # 200708001033

-----Original Message-----
From: Talarico Sal, V4-US-A-52
Sent: Monday, April 02, 2007 9:25 AM
To: 'Nick Nita'
Subject: RE: [REDACTED]

Nick,

It looks like the first mileage interval is 3321 miles.
You have advised that your fee is now \$3750 with BMW.

Please consider MINI paying \$3400 for the easy cases like this one and save the \$3750 for more difficult cases.

Please advise.
Regards,
Sal

Activity Status:	Done	Activity Updated:	4/2/07 05:08PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/2/07 05:08PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail response		

Note Created: 4/2/07 05:08PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

-----Original Message-----
From: Nick Nita [mailto:nita@lemonauto.com]
Sent: Monday, April 02, 2007 4:43 PM
To: Talarico S
Subject: RE: [REDACTED]

Offset at first CEL at 3321 OK
Atty fee 3,500?

Activity Status:	Done	Activity Updated:	4/2/07 05:09PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/2/07 05:08PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Confirmed amounts and requested financials		

Note Created: 4/2/07 05:09PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

-----Original Message-----
From: Talarico Sal, V4-US-A-52
Sent: Monday, April 02, 2007 5:08 PM
To: 'Nick Nita'
Subject: RE: [REDACTED]

OK Nick. \$3500.
Thanks,

Please forward me the payment history, loan payoff amt and bill of sale so I may put the offer together.

Regards,
Sal

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	4/2/07 05:13PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/2/07 05:12PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny e-mail		
Note Created: 4/2/07 05:13PM		Note Created By: Talarico, Sal	
Note Type: Customer's Attorney			
-----Original Message----- From: Nick Nita [mailto:nita@lemonauto.com] Sent: Monday, April 02, 2007 5:10 PM To: Talarico S [redacted] Subject: RE: [redacted] Car is paid off, will send contract, title and reg; thank you			
Activity Status:	Done	Activity Updated:	4/4/07 08:36AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/4/07 08:36AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny e-mail		
Note Created: 4/4/07 08:36AM		Note Created By: Talarico, Sal	
Note Type: Customer's Attorney			
-----Original Message----- From: Nick Nita [mailto:nita@lemonauto.com] Sent: Tuesday, April 03, 2007 6:11 PM To: Talarico S [redacted] Subject: RE: [redacted] I am faxing you contract and title; later current reg 149 Pls send settlement breakdown and release. Thank you			
Activity Status:	Done	Activity Updated:	4/5/07 04:54PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/4/07 11:41AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Rec'd copy of sales contract/vehicle title		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	4/5/07 04:54PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/5/07 04:51PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared Offer and e-mailed to AMM for approval.		
Note Created: 4/5/07 04:52PM		Note Created By: Talarico, Sal	
Note Type: Field Interaction			

Customer Service Request Detail # 200708001033

<p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, April 05, 2007 4:50 PM To: Bruni Claude, V4-US-V- Subject: 4/5/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] South Bay MINI Importance: High</p> <p>Hi Claude,</p> <p>I have attached the offer prepared for Nick Nita and his client Ken Takahashi. I was only able to get the attorney fee down from 3750 to 3500. Please review and confirm OK to send to Mr Nita.</p> <p>Thanks, Sal</p> <p>1 attachment</p>		
<p>Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Talarico, Sal Activity Created: 4/9/07 03:11PM Activity Created By: Talarico, Sal Activity Description: Scanned offer and sent pdf file to attorney</p>	<p>Activity Updated: 4/9/07 03:59PM Activity Updated By: Talarico, Sal Email From: Email To:</p>	
<p>Note Created: 4/9/07 03:59PM Note Created By: Talarico, Sal Note Type: Customer's Attorney</p>		
<p>-----Original Message----- From: Talarico Sal, V4-US-A-52 Sent: Monday, April 09, 2007 3:57 PM To: 'Nick Nita' Subject: RE: [REDACTED]</p> <p>Nick,</p> <p>As discussed, I have attached an offer to repurchase Mr Takahashi's MINI. Any questions please let me know. Please advise if all is in order and I will forward a Settlement Agreement.</p> <p>Thanks, Sal</p>		
<p>Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Talarico, Sal Activity Created: 4/12/07 10:00AM Activity Created By: Zika, Debbie Activity Description: Rec'd offer acceptance from attorney's office by fax and attached</p>	<p>Activity Updated: 4/12/07 01:56PM Activity Updated By: Talarico, Sal Email From: Email To:</p>	
<p>Note Created: Note Created By: Note Type:</p>		

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	4/12/07 02:09PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/12/07 01:58PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared Settlement Agreement and scanned to PDF file. Email attached to attorney		

Note Created: 4/12/07 02:09PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
 Sent: Thursday, April 12, 2007 2:09 PM
 To: Nick
 Subject: [REDACTED] Settlement Agreement
 Importance: High

Nick,

I have received your offer acceptance and have prepared the attached Settlement Agreement for your client's notarized signature. Kindly return the completed copy to me. If by Fax the general Fax number is 201-930-8484. Please put it to my attention.

Thank you.
 Regards,
 Sal

1 attachment

Activity Status:	Done	Activity Updated:	4/12/07 02:51PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/12/07 02:51PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney's response		

Note Created: 4/12/07 02:51PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Nick Nita [mailto:nnita@lemonauto.com]
 Sent: Thursday, April 12, 2007 2:19 PM
 To: Talarico Sal, V4-US-A-52
 Cc: Jeffrey Lj
 Subject: RE: [REDACTED] Settlement Agreement

will do; thank you for your assistance

Activity Status:	Done	Activity Updated:	4/19/07 02:03PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/17/07 03:23PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Rec'd signature page of SA		

Note Created: Note Created By: Note Type:

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	4/19/07 02:03PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/19/07 02:00PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Contacted Jeffrey Linneman at CLS and requested full copy of Settlement. We cannot accept just the signature page.		

Note Created: 4/19/07 02:02PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Explained to Jeffrey that we need to make sure there were no edits made. He will ReFax entire doc.

Activity Status:	Done	Activity Updated:	4/20/07 01:28PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/19/07 04:09PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Rec'd signed complete SA and executed offer acceptance letter		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	4/20/07 01:28PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/20/07 01:27PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Forwarded Signed Settlement to AMM		

Note Created: 4/20/07 01:28PM Note Created By: Talarico, Sal Note Type: Field Interaction

From: Talarico Sal, V4-US-A-52
 Sent: Friday, April 20, 2007 1:27 PM
 To: Bruni Claude
 Subject: 4/20/07 [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]
 Importance: High

Hi Claude,
 Attached is the Signed Settlement for Takahashi.
 Please advise me of the surrender schedule.
 Thanks,
 Sal
 1 attachment

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	4/25/07 08:26AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/25/07 08:25AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney request for surrender schedule update		

Note Created: 4/25/07 08:26AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Jeffrey Linneman [mailto:jlinneman@lemonauto.com]
Sent: Tuesday, April 24, 2007 11:57 PM
To: Talarico, Sal
Subject: Re: [REDACTED] 2005 Mini Cooper (VIN# WMWRE33575 [REDACTED])

Hi Sal, just wondering if you had any surrender info for this one yet? I sent you the signed release April 13,2007.

Thanks for any updates,
Jeffrey

Consumer Legal Services, P.C.
1950 Sawtelle Blvd, Ste 245
Los Angeles, CA 90025

Ph: 310-477-1474
Fax: 310-477-1424 and 310-477-0343

email: jlinneman@lemonauto.com

Activity Status:	Done	Activity Updated:	4/25/07 08:27AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/25/07 08:26AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Response to attorney's office		

Note Created: 4/25/07 08:27AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
Sent: Wednesday, April 25, 2007 8:25 AM
To: 'Jeffrey Linneman'
Subject: [REDACTED] 2005 Mini Cooper (VIN# WMWRE33575 [REDACTED])

Hi Jeffrey,

I will check on this and get back to you.

Thanks,
Sal

Activity Status:	Done	Activity Updated:	4/25/07 08:29AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/25/07 08:27AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Fwd attorney's request to AMM		

Customer Service Request Detail # 200708001033

Note Created: 4/25/07 08:28AM		Note Created By: Talarico, Sal		Note Type: Field Interaction	
<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, April 25, 2007 8:29 AM To: Bruni Claude, V4 Subject: 4/25/07 FW [REDACTED] 2005 Mini Cooper (VIN# WMWRE335751 [REDACTED])</p> <p>Hi Claude,</p> <p>Nita's office requesting surrender schedule update (see below) Please advise. Thanks, Sal</p> <hr/> <p>From: Jeffrey Linneman [mailto:jlenneman@lemonauto.com] Sent: Tuesday, April 24, 2007 11:57 PM To: Talarico [REDACTED] Subject: Re: [REDACTED] 2005 Mini Cooper (VIN# WMWRE335751 [REDACTED])</p> <p>Hi Sal, just wondering if you had any surrender info for this one yet? I sent you the signed release April 13,2007.</p> <p>Thanks for any updates, Jeffrey</p> <p>Consumer Legal Services, P.C. 1950 Sawtelle Blvd, Ste 245 Los Angeles, CA 90025</p> <p>Ph: 310-477-1474 Fax: 310-477-1424 and 310-477-0343 email: jlenneman@lemonauto.com</p>					
Activity Status:	Done	Activity Updated:	4/25/07 09:38AM		
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal		
Activity Assigned To:	Talarico, Sal	Email From:			
Activity Created:	4/25/07 09:38AM	Email To:			
Activity Created By:	Talarico, Sal				
Activity Description:	AMM response				
Note Created: 4/25/07 09:38AM		Note Created By: Talarico, Sal		Note Type: Field Interaction	

Customer Service Request Detail # 200708001033

<p>From: Bruni Claude, V4-US-V-3-M Sent: Wednesday, April 25, 2007 9:30 AM To: Talarico Sal, V4-U Subject: FW: 4/20/07 [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Importance: High</p> <p>Hi Sal,</p> <p>Please contact Robert Ambrust @ South Bay MINI for an update via telephone. (310) 939 7300</p> <p>Thank you, Claude Bruni Area Manager- MINI MINI division of BMW of North America, LLC Voice Mail: (800) 626 2478 x6231 Mobile: (818) 307 3039</p>			
Activity Status:	Done	Activity Updated:	4/25/07 01:27PM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	4/25/07 01:27PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Left message for Robert Ambrust and requested callback asap. Gave name and tel#		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/4/07 11:41AM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	5/4/07 11:41AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Case update: Robert Ambruse called back on 4/26 at 5:30 pm Re: Settlement. No Message left		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/10/07 01:33PM
Activity Type	General	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	5/10/07 01:33PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Case review Waiting for surrender confirmation		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200708001033

Activity Status:	Done	Activity Updated:	5/15/07 02:21PM
Activity Type	General	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	5/15/07 02:21PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Case review Waiting for surrender confirmation		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	5/17/07 08:43AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	5/17/07 08:43AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	AMM advised car was surrendered chks issued and he signed off on pkg 5/10		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200720101661

Customer

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

Service Request

Service Request #:	200720101661
Brand:	MINI
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	7/20/07 11:22AM
Created By:	Zika, Debbie
Rep Assigned:	Talarico, Sal
Date Assigned:	7/20/07 11:31AM
Assigned Dealer:	
Identified Dealer:	Niello MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	11/5/07 11:17AM
Close Rep:	Talarico, Sal
Issue Note:	Krohn&Moss-Atty Ltr CA Lemon; brakes,no start,wipers,a/c,sunroof, steering,lo coolant, temp gauge

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	09/03/05 12:00 AM
In Service Date:	09/03/05 12:00 AM
Production Date:	06/07/05 12:00 AM

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
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	HEATING & A/C - SYSTEMS	6401	A/C CAMPAIGN
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	CHASSIS ELECTRICAL - GENERA	6161	WIPERS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	COOLING SYSTEM COMPONENT	1700	COOLING SYSTEM COMPONENTS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	ENGINE - GENERAL	1011	ENGINE - COLD START
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	BRAKES	3400	BRAKES

Solution Notes

Solution
Negotiated AMM supported repurchase and ffolw through to surrender

Attachments

File Name	Comments
Golden 1 Credit Union pay	
Lewis - Bill of Sale (Archive	
Lewis bof a payment history	
LEWIS Defect Notif (Archiv	
Lewis golden 1 payment hs	
Lewis lienholder form, payo	
LEWIS Offer Accptnc (Arch	
Lewis payment stubb andlo	
LEWIS Signed SA (Archive	

Customer Service Request Detail # 200720101661

Activity Status:	Done	Activity Updated:	7/20/07 03:36PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/20/07 11:26AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Krohn&Moss-Atty Ltr CA Lemon; brakes,no start,wipers,a/c,sunroof, steering,lo coolant, temp gauge		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/20/07 03:51PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/20/07 03:36PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared and sent attorney acknowledgement letter for fedex delivery (attached)		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/20/07 04:05PM
Activity Type	General	Activity Updated By:	Olczak, Katherine
Activity Assigned To:	Olczak, Katherine	Email From:	
Activity Created:	7/20/07 04:05PM	Email To:	
Activity Created By:	Olczak, Katherine		
Activity Description:	Fed ex 7913 4829 4602 7/20/07		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	7/24/07 09:41AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/24/07 09:32AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Notified Market Team		

Note Created: 7/24/07 09:38AM	Note Created By: Talarico, Sal	Note Type: Field Interaction
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File Name	Comments
Offer (Archived - Clie)	
Offer2K&M (Archived	
SettleRepurchase (Ar	
Mini Pay off 001 (Archived	
AttnyAckLtr (Archi	

Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Tuesday, July 24, 2007 9:37 AM
To: Zusman Bob, V4-US-V-3-M
Cc: Kom Charles, V
Subject: CRITICAL [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI
Importance: High

Good Morning:

Re: CRITICAL [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI

Please do not contact customer directly as per attorney letter attached.
Attorney Todd Friedman @ Krohn & Moss requesting repurchase.

I have attached the confidential warranty report. It details a variety of service performed but I do not see multiple repairs on any single item.

I could not see total days down.

Purchased at Niello and all service at Niello

2 attachments

Please review and advise or call to discuss.
Thanks,

Best Regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR. ®

Activity Status:	Done	Activity Updated:	7/24/07 02:02PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/24/07 12:12PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Cc: e-mail AMM to SM at Niello		
Note Created: 7/24/07 12:12PM		Note Created By: Talarico, Sal	
Note Type: Field Interaction			

Customer Service Request Detail # 200720101661

From: Zusman Bob, V4-US-V-3-M
Sent: 2007 10:56 AM
To: [REDACTED]
Cc: Talarico Sal, V4-US-A
Subject: FW: CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI
Importance: High

Please review and let me know what you think. Thanks...

Regards,

Robert Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, LLC

E-mail: bob.zusman@miniusa.com
Phone: 916.412.2336

Let's be ALWAYS OPEN...and,...LET'S MOTOR. ®

From: Talarico Sal, V4-US-A-52
Sent: Tuesday, July 24, 2007 6:37 AM
To: Zusman Bob, V4-US-V-3-M
Cc: Kom Charles, V
Subject: CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI
Importance: High

Good Morning:

Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI

Please do not contact customer directly as per attorney letter attached.
Attorney Todd Friedman @ Krohn & Moss requesting repurchase.

I have attached the confidential warranty report. It details a variety of service performed
but I do not see multiple repairs on any single item.

I could not see total days down.

Please review and advise or call to discuss.
Thanks,

Best Regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
...

Customer Service Request Detail # 200720101661

... (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ®		...	
Activity Status:	Done	Activity Updated:	7/31/07 02:08PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	7/31/07 02:08PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Left urgent Vmessage for AMM requesting callback		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/6/07 02:29PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/6/07 02:29PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	AMM ok to repurchase 8/2/07		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/6/07 02:30PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/6/07 02:30PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Call from Todd Friedman requesting status. Advised we would like to proceed with repurchase. OK will get us financials etc.. Pls send him e-mail		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	8/6/07 02:33PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/6/07 02:30PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Sent E-mail notice of offer to repurchase and request for financials.		
Note Created: 8/6/07 02:33PM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Monday, August 06, 2007 2:26 PM
To: Fried d'
Subject: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Todd,

Re [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

As per our telephone conversation we would like to proceed with an offer to repurchase the abovementioned vehicle.

Please provide us with the bill of sale and the loan/lease transaction statement and final payoff amount.

Thank you for your ongoing cooperation.

Regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR.®

Activity Status:	Done	Activity Updated:	8/6/07 02:50PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/6/07 02:49PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail acknowledgement		

Note Created: 8/6/07 02:49PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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Customer Service Request Detail # 200720101661

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Monday, August 06, 2007 2:44 PM
To: Talarico, Salvatore [mailto:Sal.Talarico@miniusa.com]
Subject: Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Ok thanks

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Monday, August 06, 2007 11:26 AM
To: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Subject: Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Todd,

Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

As per our telephone conversation we would like to proceed with an offer to repurchase the abovementioned vehicle.

Please provide us with the bill of sale and the loan/lease transaction statement and final payoff amount.

Thank you for your ongoing cooperation.

Regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	8/13/07 12:08PM
Activity Type:	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/13/07 12:05PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with attorney		

Note Created: 8/13/07 12:08PM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Monday, August 13, 2007 12:08 PM
To: Friedman, Todd
Subject: RE: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Todd,
Just a follow up to make sure we haven't missed anything.
We are waiting for the financials from you. (email of 8/6/07)

Regards,
Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Monday, August 06, 2007 2:44 PM
To: Talarico Sal, V4-US-A-52
Subject: RE: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Ok thanks

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Monday, August 06, 2007 11:26 AM
To: Friedman, Todd
Subject: Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Todd,
[REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

As per our telephone conversation we would like to proceed
with an offer to repurchase the abovementioned vehicle.
Please provide us with the bill of sale and the loan/lease transaction
statement and final payoff amount.

Thank you for your ongoing cooperation.

Regards,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ ...

Customer Service Request Detail # 200720101661

... 07675-1227	...
LET'S MOTOR. ®	
Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Talarico, Sal Activity Created: 8/14/07 08:34AM Activity Created By: Talarico, Sal Activity Description: Attorney E-mail Response	Activity Updated: 8/14/07 08:34AM Activity Updated By: Talarico, Sal Email From: Email To:
Note Created: 8/14/07 08:34AM Note Created By: Talarico, Sal Note Type: Customer's Attorney	
<p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Monday, August 13, 2007 6:21 PM To: Talarico S [redacted] 4-US-A-52 Subject: RE: [redacted] 2005 MINI Cooper S VIN#[redacted]</p> <p>Yes you are waiting on us</p> <p>-----</p> <p>From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com] Sent: Monday, August 13, 2007 9:08 AM To: Fried [redacted] Subject: [redacted] 2005 MINI Cooper S VIN#[redacted]</p> <p>Todd,</p> <p>Just a follow up to make sure we haven't missed anything. We are waiting for the financials from you. (email of 8/6/07)</p> <p>Regards, Sal</p>	
Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Talarico, Sal Activity Created: 8/15/07 01:06PM Activity Created By: Talarico, Sal Activity Description: E-mail from attorney w/ 4 attachments	Activity Updated: 8/15/07 01:06PM Activity Updated By: Talarico, Sal Email From: Email To:
Note Created: Note Created By: Note Type:	

Customer Service Request Detail # 200720101661

Activity Status:	Done	Activity Updated:	8/22/07 03:25PM
Activity Type	General	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/22/07 03:25PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared offer using financials received fom attorney's office.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	8/24/07 02:07PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/24/07 02:07PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attomey e-mail		

Note Created: 8/24/07 02:07PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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<p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Friday, August 24, 2007 2:04 PM To: Talarico, Sal, V4-US-A-52 Subject: [REDACTED] Importance: High</p> <p>Sal:</p> <p>You should have all of the docs by now. Where are my figures?</p> <p>Todd Friedman Attomey at Law Krohn & Moss, Ltd 5055 Wilshire Blvd Suite 300 Los Angeles, CA 90036 (323) 988-2400 x226 (direct) (866) 431-5575 (fax) email: tfriedman@consumerlawcenter.com Web: www.krohnandmoss.com</p>	
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Activity Status:	Done	Activity Updated:	8/24/07 04:22PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/24/07 04:17PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail to attorney with offer attached		

Note Created: 8/24/07 04:22PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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Customer Service Request Detail # 200720101661

<p>From: Talarico Sal, V4-US-A-52 Sent: Friday, August 24, 2007 4:21 PM To: 'Fried [REDACTED] d' [REDACTED] ign</p> <p>Todd,</p> <p>Tough one to sift through due to loan activity from 1st to second loan, but offer attached.</p> <p>Have a nice weekend.</p> <p>Sal</p>		
Activity Status: Done	Activity Updated: 8/28/07 11:47AM	
Activity Type Customer's Attorney	Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal	Email From:	
Activity Created: 8/28/07 11:46AM	Email To:	
Activity Created By: Talarico, Sal		
Activity Description: E-mail string of negotiation with attorney		
Note Created: 8/28/07 11:46AM	Note Created By: Talarico, Sal	
	Note Type: Customer's Attorney	

Customer Service Request Detail # 200720101661

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Tuesday, August 28, 2007 11:27 AM
To: Talarico [REDACTED] 4-US-A-52
Subject: RE [REDACTED]

20k is the best I can do.

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Tuesday, August 28, 2007 8:10 AM
To: Friedman [REDACTED]
Subject: RE [REDACTED]

Todd,

I would be willing to re-calculate the mileage
at 15713 miles. It gives your client \$19231.37
Bear in mind there has been no inspection and
we are all assuming this vehicle is in good shape.

Vehicle Payoff is a line item as is your fee.

Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Tuesday, August 28, 2007 10:43 AM
To: Talarico [REDACTED] 4-US-A-52
Subject: [REDACTED]

If you can get them 20k plus pay off plus our fee, I think we can do it. Right now you are at
17 +

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Tuesday, August 28, 2007 7:23 AM
To: Friedman, Todd
Subject: ...

Customer Service Request Detail # 200720101661

<p>... RE [REDACTED]</p> <p>Todd,</p> <p>There are a variety of repairs in the history and therefore the last service of July 14, 2007 @ 24069 miles was used.</p> <p>I am willing to negotiate for a lesser mileage offset but there is no basis for first repair. Let's discuss...</p> <p>Sal</p> <hr/> <p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Friday, August 24, 2007 5:09 PM To: Talarico [REDACTED] 4-US-A-52 Subject: RE [REDACTED]</p> <p>Why offset so high?</p>		...	
Activity Status:	Done	Activity Updated:	8/28/07 11:47AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/28/07 11:47AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail string from attorney with request to AMM		
Note Created: 8/28/07 11:47AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Tuesday, August 28, 2007 11:46 AM
To: Zusman [REDACTED] 4-US-V-3-M
Subject: FW: [REDACTED]
Importance: high

Bob,

Attorney holding out for 20k to his client.
We would need to move \$2949.43 from the
\$6343.43 full deduction we quoted to do this.
I have tried to negotiate (see below)
Offer that was sent to attorney is attached.

Please advise or call me to discuss.
Thanks,
Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Tuesday, August 28, 2007 11:27 AM
To: Talarico [REDACTED] 4-US-A-52
Subject: RE: [REDACTED]

20k is the best I can do.

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Tuesday, August 28, 2007 8:10 AM
To: Friedman [REDACTED]
Subject: RE: [REDACTED]

Todd,

I would be willing to re-calculate the mileage
at 15713 miles. It gives your client \$19231.37
Bear in mind there has been no inspection and
we are all assuming this vehicle is in good shape.

Vehicle Payoff is a line item as is your fee.

Sal

...

Customer Service Request Detail # 200720101661

...

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Tuesday, August 28, 2007 10:43 AM
To: Talarico S [redacted] 4-US-A-52
Subject: RE: [redacted]

If you can get them 20k plus pay off plus our fee, I think we can do it. Right now you are at 17 +

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Tuesday, August 28, 2007 7:23 AM
To: Friedman [redacted]
Subject: RE: [redacted]

Todd,

There are a variety of repairs in the history and therefore the last service of July 14, 2007 @ 24069 miles was used.

I am willing to negotiate for a lesser mileage offset but there is no basis for first repair. Let's discuss...

Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Friday, August 24, 2007 5:09 PM
To: Talarico [redacted] 4-US-A-52
Subject: RE: [redacted]

Why offset so high?

Activity Status:	Done	Activity Updated:	8/31/07 02:08PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	8/31/07 02:08PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail		

Customer Service Request Detail # 200720101661

Note Created: 8/31/07 02:08PM		Note Created By: Talarico, Sal		Note Type: Customer's Attorney	
<p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Friday, August 31, 2007 2:00 PM To: Talarico, Sal, V4-US-A-52 Subject: [REDACTED]</p> <p>Send us a release for the \$29,000 + so we can review</p> <p>Todd Friedman Attorney at Law Krohn & Moss, Ltd 5055 Wilshire Blvd Suite 300 Los Angeles, CA 90036 (323) 988-2400 x226 (direct) (866) 431-5575 (fax) email: tfriedman@consumerlawcenter.com Web: www.krohnandmoss.com</p>					
Activity Status:	Done	Activity Updated:	9/5/07 04:05PM		
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal		
Activity Assigned To:	Talarico, Sal	Email From:			
Activity Created:	9/5/07 04:05PM	Email To:			
Activity Created By:	Talarico, Sal				
Activity Description:	E-mail revised offer to attorney and attached				
Note Created: 9/5/07 04:05PM		Note Created By: Talarico, Sal		Note Type: Customer's Attorney	

Customer Service Request Detail # 200720101661

<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, September 05, 2007 4:05 PM To: 'Friedman, Todd' [mailto:tfriedman@consumerlawcenter.com] [REDACTED]@ign</p> <p>Revised Offer attached.</p> <p>Thanks, Sal</p> <hr/> <p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Friday, August 31, 2007 2:00 PM To: Talarico Sal, V4-US-A-52 Subject: [REDACTED]</p> <p>Send us a release for the \$29,000 + so we can review</p> <p>Todd Friedman Attorney at Law Krohn & Moss, Ltd 5055 Wilshire Blvd Suite 300 Los Angeles, CA 90036 (323) 988-2400 x226 (direct) (866) 431-5575 (fax)</p>			
Activity Status:	Done	Activity Updated:	9/6/07 01:24PM
Activity Type:	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/6/07 01:23PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Offer response w/two attachments		
Note Created: 9/6/07 01:23PM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200720101661

<p>----- From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Thursday, September 06, 2007 10:49 AM To: Talarico Sal, V [redacted] -A-52 Subject: FW: FW [redacted] Importance: High</p> <p>2 attachments</p> <p>----- From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com] Sent: Wednesday, September 05, 2007 1:05 PM To: Friedman, Todd [redacted] Subject: [redacted] Importance: High</p> <p>Revised Offer attached.</p> <p>Thanks,</p>	
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Activity Status:	Done	Activity Updated:	9/14/07 09:38AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/7/07 02:50PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Rec'd signed offer acceptance fr customer's atty		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	9/14/07 09:41AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/14/07 09:38AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared Settlement and e-mailed pdf attachment to attorney		

Note Created: 9/14/07 09:39AM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Friday, September 14, 2007 9:36 AM
To: Friedman, Todd
Subject: RE: FW: [REDACTED]

1 attachment

Todd,

Settlement Agreement for Lewis attached.

Regards,
Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Thursday, September 06, 2007 10:49 AM
To: Talarico Sal, V4-US-A-52
Subject: FW: FW: [REDACTED]
Importance: High

Activity Status:	Done	Activity Updated:	9/20/07 11:21AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/20/07 11:20AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail		

Note Created: 9/20/07 11:20AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Thursday, September 20, 2007 11:09 AM
To: Talarico Sal, V4-US-A-52
Subject: [REDACTED]
Importance: High

Sal:

When is the drop off? This vehicle is becoming increasingly more dangerous. You have everything you need to complete this transaction.

Todd Friedman
Attorney at Law
Krohn & Moss, Ltd
5055 Wilshire Blvd
Suite 300
Los Angeles, CA 90036
(323) 988-2400 x226 (direct)
(866) 431-5575 (fax)
email: tfriedman@consumerlawcenter.com
Web: www.krohnandmoss.com

Customer Service Request Detail # 200720101661

Activity Status:	Done	Activity Updated:	9/20/07 11:22AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/20/07 11:21AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail response to attorney		

Note Created: 9/20/07 11:21AM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
Sent: Thursday, September 20, 2007 11:20 AM
To: 'Friedman, Todd'
Subject: RE: [REDACTED]

Todd,

I am waiting for the signed Settlement/Release e-mailed to you on 9/14
Has that been sent? Did I miss it?

I have attached it for you... 1 attachment

From: Talarico Sal, V4-US-A-52
Sent: Friday, September 14, 2007 9:36 AM
To: 'Friedman, Todd'
Subject: RE: FW: [REDACTED]

Todd,

Settlement Agreement for Lewis attached.

Regards,
Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Thursday, September 20, 2007 11:09 AM
To: Talarico, Sal, V4-US-A-52
Subject: [REDACTED]
Importance: High

Sal:

When is the drop off? This vehicle is becoming increasingly more dangerous. You have everything you need to complete this transaction.

Todd Friedman
Attorney at Law
Krohn & Moss, Ltd
5055 Wilshire Blvd
Suite 300
Los Angeles, CA 90036
(323) 988-2400 x226 (direct)
(866) ...

Customer Service Request Detail # 200720101661

... 431-5575 (fax) email: friedman@consumerlawcenter.com Web: www.krohnandmoss.com		...	
Activity Status:	Done	Activity Updated:	9/25/07 03:20PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/21/07 09:02AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Rec'd signed SA		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/25/07 03:53PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/25/07 03:20PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Forwarded signed settlement to AMM		
Note Created: 9/25/07 03:53PM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	
<p>From: Talarico Sal, V4-US-A-52 Sent: Tuesday, September 25, 2007 3:48 PM To: Zusman Bob, V4-US-V-3 Subject: 9/25/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI Importance: High</p> <p>Hi Bob,</p> <p>It has taken some time but we are finally close to completing this case. The signed settlement agreement is attached along with all supporting docs. Attorney payment instructions are in the acceptance letter also attached. Please forward to Niello to arrange for surrender and to issue the checks. I will need Niello's schedule for surrender.</p> <p>Thanks.</p> <p>Regards, Sal</p> <p>6 attachments</p>			
Activity Status:	Done	Activity Updated:	10/2/07 10:16AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/2/07 10:16AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with AMM requested surrender schedule.		
Note Created: 10/2/07 10:16AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200720101661

<hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: Tuesday, October 02, 2007 10:16 AM To: Zusman Bob, V4-US-V-3 Subject: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI Importance: High</p> <p>Hi Bob,</p> <p>Following up on e-mail sent to you on 9/25. Please confirm dealer surrender schedule.</p> <p>Thanks, Sal</p> <hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: Tuesday, September 25, 2007 3:48 PM To: Zusman Bob, V4-US-V-3 Subject: 9/25/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI Importance: High</p> <p>Hi Bob,</p> <p>It has taken some time but we are finally close to completing this case. The signed settlement agreement is attached along with all supporting docs. Attorney payment instructions are in the acceptance letter also attached. Please forward to Niello to arrange for surrender and to issue the checks. I will need Niello's schedule for surrender.</p> <p>Thanks.</p> <p>Regards, Sal</p>			
Activity Status:	Done	Activity Updated:	10/8/07 09:31AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/8/07 09:31AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail response from AMM		
Note Created: 10/8/07 09:31AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200720101661

From: Zusman Bob, V4-US-V-3-M
Sent: Sunday, October 07, 2007 6:49 PM
To: Talarico Sal, V4-US-A-52
Subject: FW: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello
MINI

fyi...
Regards,

Robert Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, LLC

E-mail: bob.zusman@miniusa.com
Phone: 916.412.2336

Let's be ALWAYS OPEN...and...LET'S MOTOR. ®

From: Joe Deitrick [mailto:jdeitrick@niello.com]
Sent: Friday, October 05, 2007 9:14 AM
To: Zusman Bob, V4-US-V-3-M
Subject: RE: 10/2/07 CRITICAL [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello
MINI

Looks like Sal has got this covered. I will get some checks ready. It will be a few week until we can complete the process.

Thanks

Joe

From: Bob.Zusman@miniusa.com [mailto:Bob.Zusman@miniusa.com]
Sent: Wednesday, October 03, 2007 6:53 PM
To: jdeitrick@niello.com
Subject: FW: 10/2/07 CRITICAL [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello
MINI
Importance: High

Joe...please see below...what's the scoop, dude??

Regards,

Robert Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, ...

Customer Service Request Detail # 200720101661

... LLC E-mail: bob.zusman@miniusa.com Phone: 916.412.2336 Let's be ALWAYS OPEN...and...LET'S MOTOR. ®		...	
<hr/> From: Talarico Sal, V4-US-A-52 Sent: Tuesday, October 02, 2007 7:16 AM To: Zusman Bob, V4-US-V-3- Subject: 10/2/07 CRITICAL [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI Importance: High			
Hi Bob, Following up on e-mail sent to you on 9/25. Please confirm dealer surrender schedule. Thanks, Sal			
Activity Status:	Done	Activity Updated:	10/10/07 03:38PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/10/07 03:38PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny status request and response		
Note Created: 10/10/07 03:38PM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200720101661

<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, October 10, 2007 3:38 PM To: 'Friedman, Todd' [mailto:tfriedman@consumerlawcenter.com] Subject: RE: [REDACTED] v. BMW</p> <p>Todd,</p> <p>Dealer has all docs and is processing checks. They tell me a week to 10 days. I will follow up with them early next week.</p> <p>Sal</p> <hr/> <p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: Wednesday, October 10, 2007 3:31 PM To: Talarico Sal, V4-US-A-52 Cc: [REDACTED] Subject: [REDACTED] v. BMW Importance: High</p> <p>Sal?</p> <p>Can we get a status on this?</p>	
<p>Activity Status: Done Activity Type: General Activity Assigned To: Talarico, Sal Activity Created: 10/16/07 09:58AM Activity Created By: Talarico, Sal Activity Description: Case review. Waiting for surrender confirmation.</p>	<p>Activity Updated: 10/16/07 09:58AM Activity Updated By: Talarico, Sal Email From: Email To:</p>
<p>Note Created: Note Created By: Note Type:</p>	
<p>Activity Status: Done Activity Type: Customer's Attorney Activity Assigned To: Talarico, Sal Activity Created: 10/18/07 04:49PM Activity Created By: Talarico, Sal Activity Description: Status request from atny</p>	
<p>Note Created: 10/18/07 04:49PM Note Created By: Talarico, Sal Note Type: Customer's Attorney</p>	

Customer Service Request Detail # 200720101661

<p>From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com] Sent: 10/18/07 4:42 PM Subject: [REDACTED] Importance: High</p> <p>Sal:</p> <p>You have had the signed release for a month, Where is our drop off dater and check?</p> <p>Todd Friedman Attorney at Law Krohn & Moss, Ltd 5055 Wilshire Blvd Suite 300 Los Angeles, CA 90036 (323) 988-2400 x226 (direct) (866) 431-5575 (fax) email: tfriedman@consumerlawcenter.com Web: www.krohnandmoss.com</p>			
Activity Status:	Done	Activity Updated:	10/18/07 04:55PM
Activity Type:	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Emal From:	
Activity Created:	10/18/07 04:55PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail request to dealer		
Note Created: 10/18/07 04:55PM		Note Created By: Talarico, Sal	
		Note Type: Dealer Interaction	

Customer Service Request Detail # 200720101661

From: Talarico Sal, V4-US-A-52
Sent: Thursday, October 18, 2007 4:55 PM
To: 'jdeitrick@niello.com'
Cc: Zusman Bob, V4-US-V-3-M
Subject: Re:10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello
MINI
Importance: High

Hi Joe,

Hope all is well.
Can you help me with surrender date?

I am starting to catch some heat with attny.
His e-mail follows
Thanks,
Sal

From: Friedman, Todd [mailto:tfriedman@consumerlawcenter.com]
Sent: Thursday, October 18, 2007 4:42 PM
To: Talarico Sal, V4-US-A-52
Subject: [REDACTED]
Importance: High

Sal:

You have had the signed release for a month, Where is our drop off date and check?

Todd Friedman
Attorney at Law
Krohn & Moss, Ltd
5055 Wilshire Blvd
Suite 300
Los Angeles, CA 90036
(323) 988-2400 x226 (direct)
(866) 431-5575 (fax)
email: tfriedman@consumerlawcenter.com
Web: www.krohnandmoss.com

From: Zusman Bob, V4-US-V-3-M
Sent: Sunday, October 07, 2007 6:49 PM
To: Talarico Sal, V4-US-A-52
Subject: FW: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello
MINI

fvi..
Regards,
Robert ...

Customer Service Request Detail # 200720101661

... Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, LLC

E-mail: bob.zusman@miniusa.com
Phone: 916.412.2336

Let's be ALWAYS OPEN...and....LET'S MOTOR. ®

From: Joe Deitrick [mailto:jdeitrick@niello.com]
Sent: Friday, October 05, 2007 9:14 AM
To: Zusman Bob, V4-US-V-3-M
Subject: RE: 10/2/07 CRITICAL [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello MINI

Looks like Sal has got this covered. I will get some checks ready. It will be a few week until we can complete the process.

Thanks

Joe

Activity Status:	Done	Activity Updated:	10/23/07 11:12AM
Activity Type:	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/23/07 11:12AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Dealer response		

Note Created: 10/23/07 11:12AM	Note Created By: Talarico, Sal	Note Type: Dealer Interaction
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Customer Service Request Detail # 200720101661

From: Joe Deitrick [mailto:jdeitrick@niello.com]
Sent: Tuesday, October 23, 2007 10:57 AM
To: Talarico Sal, V4-US-A-52
Cc: 'Jae Banas'
Subject: RE: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello
MINI

I have Jae Banas, my F&I mgr helping me with this and I will follow up with her today and update you.

Thanks

Joe

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Thursday, October 18, 2007 1:55 PM
To: jdeitrick@niello.com
Cc: Bob.Zusman@miniusa.com
Subject: Re:10/2/07 CRITICAL [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello
MINI
Importance: High

Hi Joe,

Hope all is well.

Can you help me with surrender date?

I am starting to catch some heat with attny.

His e-mail follows

Thanks,

Sal

Activity Status:	Done	Activity Updated:	10/30/07 02:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/30/07 01:28PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Dealer update		

Note Created: 10/30/07 01:28PM Note Created By: Talarico, Sal Note Type: Dealer Interaction

Customer Service Request Detail # 200720101661

From: Jae Banas [mailto:jbanas@niello.com]
Sent: Wednesday, October 24, 2007 3:44 PM
To: 'Joe Deitrick'
Subject: RE: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello
MINI

Hi Joe,

Steven and Deborah returned the MINI today. I obtained a key-reader and completed all DMV return documents with them. They left with their check, our shuttle giving them a ride back to Lincoln. The checks to Golden 1 CU (lien payoff) and Krohn & Moss LTD have been sent DHL overnight delivery...tracking sheet is in our folder. I am missing only disclosure info (what was broke, how it was fixed, RO #...) to complete the BB package for our reimbursement.

Best Regards,

Jae

From: Joe Deitrick [mailto:jdeitrick@niello.com]
Sent: Tuesday, October 23, 2007 1:38 PM
To: 'Jae Banas'
Subject: RE: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello
MINI

Will you please contact the client of have Jen do that.

Thanks

Joe

From: Jae Banas [mailto:jbanas@niello.com]
Sent: Tuesday, October 23, 2007 1:16 PM
To: 'Joe Deitrick'
Subject: RE: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] Niello
MINI

Hi Joe,

...

Customer Service Request Detail # 200720101661

<p>...</p> <p>Checks will be ready today.</p> <p>Jae</p> <hr/> <p>From: Joe Deitrick [mailto:jdeitrick@niello.com] Sent: Tuesday, October 23, 2007 7:57 AM To: Sal.Talarico@miniusa.com Cc: 'Jae Banas' Subject: RE: 10/2/07 CRITICAL: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] Niello MINI</p> <p>I have Jae Banas, my F&I mgr helping me with this and I will follow up with her today and update you.</p> <p>Thanks</p> <p>Joe</p>	<p>...</p>
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Customer Service Request Detail # 200725501557

Customer

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 Scottsdale, AZ [REDACTED]

Service Request

Service Request #: 200725501557
 Brand: MINI
 Type: Potential Lemon Law
 Current Status: Closed
 Date Opened: 9/12/07 11:18AM
 Created By: Zika, Debbie
 Rep Assigned: Talarico, Sal
 Date Assigned: 9/12/07 11:24AM
 Assigned Dealer:
 Identified Dealer: MINI North Scottsdale
 Date Resolved:
 Resolve Rep:
 Date Closed: 11/9/07 09:34AM
 Close Rep: Talarico, Sal
 Issue Note: Meyers-Atty Ltr AZ Lemon;dfctv engn,electrcel systm,windows,rr bump,seats,brakes,steer/susp,snrf

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2004
 Model: Cooper
 Mileage:
 Sale: 04/28/04 12:00 AM
 In Service Date: 04/28/04 12:00 AM
 Production Date: 03/16/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	SUNROOF/HARDTOP	5400	SUNROOF/HARDTOP
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	FRONT SUSPENSION, SHOCKS, I	3100	FRONT SUSPENSION, SHOCKS, CONTROL ARMS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	BRAKES	3400	BRAKES
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	SEATS - UPHOLSTERY & CHILD S	5200	SEATS - UPHOLSTERY & CHILD SEAT
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	BODY EQUIPMENT	5112	BUMPER - REAR BUMPER
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	CHASSIS ELECTRICAL - GENERA	6151	POWER WINDOWS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	CHASSIS ELECTRICAL - GENERA	6100	CHASSIS ELECTRICAL - GENERAL
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	ENGINE - INTERNAL & EXTERNA	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS

Solution Notes

Solution
Negotiated AMM supported Cash Settlement

Attachments

File Name	Comments
JSalvatiAttnyAcceptanceLe	
JSalvatiAttnyAckLtr (Archiv	
JSalvatiSettleRelease (Arcl	
SALVATI Defect Notif (Arch	
SALVATI ROs (Archived - C	
SALVATI Veh Docs (Archiv	
SalvatiAttnySettle ltr (Archiv	
SalvatiSignedRelease (Arcl	

Customer Service Request Detail # 200725501557

Activity Status:	Done	Activity Updated:	9/12/07 01:57PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/12/07 11:23AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Meyers-Atty Ltr AZ Lemon;dfctv engn.electrl systm,windows,r bumpr,seats,brakes,steer/susp,snrf		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/12/07 02:02PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/12/07 01:57PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny Ack ltr attached to e-mail		

Note Created: 9/12/07 02:02PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
-------------------------------	--------------------------------	--------------------------------

From: Talarico Sal, V4-US-A-52
Sent: Wednesday, September 12, 2007 1:57 PM
To: 'MMeyers' <[redacted]@consumers.com>
Subject: Re: [redacted] 2004 MINI Cooper VIN# [redacted]
Importance: High

Mr. Meyers,

Re: [redacted] 2004 MINI Cooper VIN# [redacted]
Z

Attached please find our acknowledgement to your letter concerning the abovementioned case.

Thank you,
Sal

1 attachment

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR. ®

Customer Service Request Detail # 200725501557

Activity Status:	Done	Activity Updated:	9/13/07 04:59PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/13/07 04:42PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Notified Market Team.		

Note Created: 9/13/07 04:58PM Note Created By: Talarico, Sal Note Type: Field Interaction

From: Talarico Sal, V4-US-A-52
Sent: Thursday, September 13, 2007 4:58 PM
To: Zusman Bob, V4-US-V-3-M
Cc: Pratt Michael, V4
Subject: CRITICAL: [REDACTED] 2004 MINI Cooper VIN [REDACTED]
Importance: High

Bob,

Re: CRITICAL [REDACTED] 2004 MINI Cooper VIN [REDACTED]

Attorney Letter attached. Please do not contact customer directly as per Attorney.

3 attachments

Attorney claim is based on inordinate amount of unsuccessful repair attempts. RO's are attached. Vehicle purchased from Autohaus of Clayton and serviced by MINI of NScottsdale. Last RO dated 8/13/07 indicated 48.604 miles on this vehicle. Approx 20 days down.

Please review the service history and advise or call to discuss.

Thank you,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR. ®

Activity Status:	Done	Activity Updated:	9/19/07 09:44AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/19/07 09:44AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	AMM e-mail		

Note Created: 9/19/07 09:44AM Note Created By: Talarico, Sal Note Type: Field Interaction

Customer Service Request Detail # 200725501557

From: Zusman Bob, V4-US-V-3-M
Sent: Tuesday, September 18, 2007 10:48 AM
To: Talarico Sal, V4-US-
Subject: FW: CRITICAL [REDACTED] 2004 MINI Cooper VIN# [REDACTED]

what do you think?...I AGREE WITH DEALER...ESPECIALLY ON MILES ISSUES.
Regards,

Robert Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, LLC

E-mail: bob.zusman@miniusa.com
Phone: 916.412.2336

Let's be ALWAYS OPEN...and...LET'S MOTOR. ®

From: Kaiser, Mark [mailto:mkaiser@penskeautomotive.com]
Sent: Monday, September 17, 2007 3:38 PM
To: Zusman Bob, V4-US-oug
Subject: RE: CRITICAL [REDACTED] 2004 MINI Cooper VIN# [REDACTED]

Although this car has had its fair share of issues, I do not see a buyback for the following reasons:

Days down = 20
Vehicle has 48,604 miles
Vehicle is over 2 years old
There have been no repairs made over 4 times for same repair.

Mark Kaiser

Fixed Operations Director

BMW MINI North Scottsdale

480-538-3951

Please note new email address:

mkaiser@penskeautomotive.com

From: Bob.Zusman@miniusa.com [mailto:Bob.Zusman@miniusa.com]
Sent: Monday, September 17, 2007 11:44 AM
To: Kaiser, Mark; Attig, Do
Subject: FW: CRITICAL: [REDACTED] 2004 MINI Cooper VIN# [REDACTED]
Importance: High

...

Customer Service Request Detail # 200725501557

<p>...</p> <p>Talk to me on this...any ideas...</p> <p>Regards,</p> <p>Robert Zusman MINI Area Manager - Western Region MINI USA, a division of BMW of North America, LLC</p> <p>E-mail: bob.zusman@miniusa.com Phone: 916.412.2336</p> <p>Let's be ALWAYS OPEN...and...LET'S MOTOR. ®</p>		<p>...</p>	
Activity Status:	Done	Activity Updated:	9/26/07 12:14PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/26/07 12:06PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Discussed case with AMM. Explored the possibility of a cash settlement. Need to present this option to cust attorney		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	9/26/07 12:26PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/26/07 12:25PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail to cust attorney w/cash offer		
Note Created: 9/26/07 12:26PM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	
<p>From: Talarico Sal, V4-US-A-52</p> <p>Sent: Wednesday, September 26, 2007 12:25 PM</p> <p>To: 'MMeyers@attorneys.com'</p> <p>Subject: FW: Re: [REDACTED] 2004 MINI Cooper VIN [REDACTED]</p> <p>Importance: High</p> <p>Mr Meyers,</p> <p>Thank you for the time to research this claim.</p> <p>At this time I would like to propose a cash settlement of \$5000.00 all inclusive of fees with a Release as a remedy to this claim.</p> <p>Your consideration is appreciated.</p> <p>Sal Talarico MINI USA</p>			

Customer Service Request Detail # 200725501557

Activity Status:	Done	Activity Updated:	9/29/07 11:10AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	9/29/07 11:10AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney offer response		

Note Created: 9/29/07 11:10AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Kimberly Larson [mailto:klarson@attorneysforconsumers.com]
Sent: Thursday, September 27, 2007 5:59 PM
To: Talarico, Sal A-52
Subject: [REDACTED] v. BMW of North America

Please see the attached letter - SalvatiAttnySettltr

Kimberly Larson
Weisberg & Meyers, LLC
2833 North Central Avenue #613
Phoenix, Arizona 85004
602 445 9819 ext. 112
1 866 565 1327 facsimile
www.AttorneysForConsumers.com
www.LemonLawForConsumers.com
www.FairDebtFairCredit.com

Activity Status:	Done	Activity Updated:	10/3/07 01:33PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/3/07 01:07PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Forwarded attny letter to AMM		

Note Created: 10/3/07 01:07PM Note Created By: Talarico, Sal Note Type: Field Interaction

Customer Service Request Detail # 200725501557

<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, October 03, 2007 1:07 PM To: Zusman Bob, V4 Subject: CRITICAL: [REDACTED] 2004 MINI Cooper VIN [REDACTED] Importance: High</p> <p>Hi Bob,</p> <p>As discussed on 9/26 I have negotiated a cash settlement with attorney. Her acceptance is attached.</p> <p>1 attachment I have forwarded a Settlement/Release for signature. It will be forwarded to you upon receipt.</p> <p>Thanks, Sal</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%;">10/3/07 01:40PM</td> </tr> <tr> <td>Activity Type</td> <td>Customer's Attorney</td> <td>Activity Updated By:</td> <td>Talarico, Sal</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Talarico, Sal</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>10/3/07 01:39PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Talarico, Sal</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">Prepared settle/release and scanned. Attached to e-mail to attny</td> </tr> </table>		Activity Status:	Done	Activity Updated:	10/3/07 01:40PM	Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal	Activity Assigned To:	Talarico, Sal	Email From:		Activity Created:	10/3/07 01:39PM	Email To:		Activity Created By:	Talarico, Sal			Activity Description:	Prepared settle/release and scanned. Attached to e-mail to attny		
Activity Status:	Done	Activity Updated:	10/3/07 01:40PM																						
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal																						
Activity Assigned To:	Talarico, Sal	Email From:																							
Activity Created:	10/3/07 01:39PM	Email To:																							
Activity Created By:	Talarico, Sal																								
Activity Description:	Prepared settle/release and scanned. Attached to e-mail to attny																								
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Note Created: 10/3/07 01:39PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney																							
<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, October 03, 2007 1:38 PM To: Kimberly Subject: RE: [REDACTED] v. BMW of North America Importance: High</p> <p>1 attachment</p> <p>Ms. Larson,</p> <p>Thank you for your acceptance. Attached is the Settlement Release. Please return completed copy by fax 201-930-8484 or e-mail.</p> <p>Upon receipt I will move this forward.</p> <p>Thank you, Sal Talarico</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%;">10/10/07 04:04PM</td> </tr> <tr> <td>Activity Type</td> <td>General</td> <td>Activity Updated By:</td> <td>Talarico, Sal</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Talarico, Sal</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>10/10/07 04:04PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Talarico, Sal</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">Case review. Waiting for signed settlement</td> </tr> </table>		Activity Status:	Done	Activity Updated:	10/10/07 04:04PM	Activity Type	General	Activity Updated By:	Talarico, Sal	Activity Assigned To:	Talarico, Sal	Email From:		Activity Created:	10/10/07 04:04PM	Email To:		Activity Created By:	Talarico, Sal			Activity Description:	Case review. Waiting for signed settlement		
Activity Status:	Done	Activity Updated:	10/10/07 04:04PM																						
Activity Type	General	Activity Updated By:	Talarico, Sal																						
Activity Assigned To:	Talarico, Sal	Email From:																							
Activity Created:	10/10/07 04:04PM	Email To:																							
Activity Created By:	Talarico, Sal																								
Activity Description:	Case review. Waiting for signed settlement																								
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Note Created:	Note Created By:	Note Type:																							

Customer Service Request Detail # 200725501557

Activity Status:	Done	Activity Updated:	10/17/07 01:51PM
Activity Type	General	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/17/07 01:51PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Case review. Waiting for signed settlement		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/19/07 03:50PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/19/07 03:49PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny e-mail w/signed settlement		

Note Created: 10/19/07 03:50PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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From: Kimberly Larson [mailto:klarson@attorneysforconsumers.com]
 Sent: Friday, October 19, 2007 3:37 PM
 To: Talarico, Sal A-52
 Subject: [REDACTED] v. BMW of North America

Please see the attached signed release -

Thanks.

Kimberly Larson
 Weisberg & Meyers, LLC
 2833 North Central Avenue #613
 Phoenix, Arizona 85004
 602 445 9819 ext. 112
 1 866 565 1327 facsimile
 www.AttorneysForConsumers.com
 www.LemonLawForConsumers.com
 www.FairDebtFairCredit.com

Activity Status:	Done	Activity Updated:	10/19/07 04:05PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/19/07 04:04PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Fwd all to AMM		

Customer Service Request Detail # 200725501557

Note Created: 10/19/07 04:04PM		Note Created By: Talarico, Sal		Note Type: Field Interaction	
<p>From: Talarico Sal, V4-US-A-52 Sent: Friday, October 19, 2007 4:04 PM To: Zusman Bob, V4-US-V-3- Subject: 10/19/07 CRITICAL [REDACTED] 2004 MINI Cooper VIN [REDACTED] Importance: High</p> <p>Hi Bob,</p> <p>Attached is Signed Release for Jeanine Salvati. One check in the amount of \$5000 needs to be issued in the name of Jeanine Salvati and Weisberg & Meyers, LLC. and should be mailed to attorney's office as per attached acceptance letter.</p> <p>2 attachments</p> <p>Please forward to dealer for completion.</p> <p>Thanks, Sal</p>					
Activity Status: Done		Activity Updated: 10/26/07 09:17AM			
Activity Type: Field Interaction		Activity Updated By: Talarico, Sal			
Activity Assigned To: Talarico, Sal		Email From:			
Activity Created: 10/26/07 09:16AM		Email To:			
Activity Created By: Talarico, Sal					
Activity Description: Follow up w/AMM					
Note Created: 10/26/07 09:17AM		Note Created By: Talarico, Sal		Note Type: Field Interaction	

Customer Service Request Detail # 200725501557

<p>From: Talarico Sal, V4-US-A-52 Sent: Friday, October 26, 2007 9:16 AM To: Zusman Bob, V4-US-V-3-M Subject: 10/26/07 followup CRITICAL [REDACTED] 2004 MINI Cooper VIN [REDACTED] Importance: High</p> <p>Hi Bob,</p> <p>Please confirm when this will be done.</p> <p>Thanks, Sa</p> <hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: Friday, October 19, 2007 4:04 PM To: Zusman Bob, V4-US-V-3- Subject: 10/19/07 CRITICAL [REDACTED] 2004 MINI Cooper VIN# [REDACTED] Importance: High</p> <p>Hi Bob,</p> <p>Attached is Signed Release for Jeanine Salvati. One check in the amount of \$5000 needs to be issued in the name of Jeanine Salvati and Weisberg & Meyers, LLC. and should be mailed to attorney's office as per attached acceptance letter.</p> <p>Please forward to dealer for completion.</p> <p>Thanks, Sal</p>	
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Activity Status:	Done	Activity Updated:	10/26/07 01:34PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/26/07 01:34PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Received original settlement by mail and put into file		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	11/2/07 09:24AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/2/07 09:24AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with AMM		

Note Created: 11/2/07 09:24AM	Note Created By: Talarico, Sal	Note Type: Field Interaction
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Customer Service Request Detail # 200725501557

From: Talarico Sal, V4-US-A-52
Sent: Friday, November 02, 2007 9:24 AM
To: Zusman Bob, V4-US-V-3-M
Subject: 11/2/07 followup [REDACTED] 2004 MINI Cooper VIN# [REDACTED]
Importance: High

Hi Bob,

Please advise of status.
Thanks,
Sal

From: Talarico Sal, V4-US-A-52
Sent: Friday, October 26, 2007 9:16 AM
To: Zusman Bob, V4-US-V-3-M
Subject: 10/26/07 followup CRITICAL: [REDACTED] 2004 MINI Cooper VIN# [REDACTED]
Importance: High

Hi Bob,

Please confirm when this will be done.

Thanks,
Sa

From: Talarico Sal, V4-US-A-52
Sent: Friday, October 19, 2007 4:04 PM
To: Zusman Bob, V4-US-V-3-M
Subject: 10/19/07 CRITICAL [REDACTED] 2004 MINI Cooper VIN# [REDACTED]
Importance: High

Hi Bob,

Attached is Signed Release for Jeanine Salvati.
One check in the amount of \$5000 needs to be issued
in the name of Jeanine Salvati and Weisberg & Meyers, LLC.
and should be mailed to attorney's office as per attached
acceptance letter.

Please forward to dealer for completion.

Thanks,
Sal

Activity Status:	Done	Activity Updated:	11/9/07 09:33AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/9/07 09:33AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Transaction completed as per AMM		

Customer Service Request Detail # 200725501557

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200729700630

Customer

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

Service Request

Service Request #:	200729700630
Brand:	MINI
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	10/24/07 09:44AM
Created By:	Zika, Debbie
Rep Assigned:	Talarico, Sal
Date Assigned:	10/24/07 12:05PM
Assigned Dealer:	
Identified Dealer:	East Bay MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	1/17/08 10:45AM
Close Rep:	Talarico, Sal
Issue Note:	Krohn&Moss-Demand Ltr-seeks BB; rpt rprs 4X clutch slave cylndr, shifting, pwr strg, seat, gas gauge

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	12/30/04 12:00 AM
In Service Date:	12/30/04 12:00 AM
Production Date:	12/03/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	CLUTCH	2100	CLUTCH
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	SEATS - UPHOLSTERY & CHILD S	5206	BACK REST-SEAT
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA	INSTRUMENTS, GAUGES, ETC.	6210	GAS GAUGE

Solution Notes

Solution
Advise attorney thsi will be handled by regional council Tim Hoffman and close per legal dept.

Attachments

File Name	Comments
GERMOND Defect Notif (A	
GERMOND Demand Ltr (A	
GERMOND ROs (Archived	
Germund-purchase docum	
OGermundAckLtr (Archived	
OGermundOffer2 (Archived	
OGermundOfferRepurchas	

Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	10/24/07 03:28PM
Activity Type	Customer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/24/07 09:47AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Demand Ltr-seeks BB; repeat rprs 4X clutch slave cylinder, shifting, pwr strg, seat, gas gauge		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/24/07 03:41PM
Activity Type	Customer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/24/07 03:28PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Prepared acknowledgement letter and e-mailed to customer		
Note Created: 10/24/07 03:40PM		Note Created By: Talarico, Sal	
		Note Type: Customer Interaction	

Customer Service Request Detail # 200729700630

<p>-----Original Message----- From: Postmaster Sent: Wednesday, October 24, 2007 3:41 PM To: Talarico Sal, V4-US-A-52 Subject: Delivery Status Notification (Relay)</p> <p>This is an automatically generated Delivery Status Notification.</p> <p>Your message has been successfully relayed to the following recipients, but the requested delivery status notifications may not be generated by the destination.</p> <p>[REDACTED] m</p> <hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: [REDACTED] 4, 2007 3:41 PM To: [REDACTED] Subject: Re: 2005 MINI Cooper S VIN [REDACTED] Importance: High</p> <p>Mr. [REDACTED]</p> <p>Please accept the attached letter as an acknowledgement to the receipt of your letter dated October 14, 2007 received October 24, 2007.</p> <p>Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services</p> <p>Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		
Activity Status: Done	Activity Updated: 10/24/07 04:51PM	
Activity Type: Field Interaction	Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal	Email From:	
Activity Created: 10/24/07 04:50PM	Email To:	
Activity Created By: Talarico, Sal		
Activity Description: Notified Market Team		
Note Created: 10/24/07 04:50PM	Note Created By: Talarico, Sal	
	Note Type: Field Interaction	

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
 Sent: Wednesday, October 24, 2007 4:50 PM
 To: Zusman Bob, V4-US-V-3-M
 Cc: Morrow Jim, V4-US-V-35
 Subject: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] East Bay MINI
 Importance: High

2 attachments

Attached is customer letter requesting repurchase due to ongoing issues with slave cylinder and clutch. RO's attached.

Please review and advise or call to discuss.
 Thanks,
 Sal

Salvatore Talarico
 MINI Team Lead CORE Group
 National Customer Relations and Services

Telephone
 (201) 263-8228
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	10/29/07 01:22PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/29/07 11:51AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Krohn&Moss - same issues as customer demand ltr		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/29/07 01:24PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/29/07 01:22PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Fwd attny letter to Market Team		

Note Created: 10/29/07 01:23PM	Note Created By: Talarico, Sal	Note Type: Field Interaction
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Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
Sent: Monday, October 29, 2007 1:24 PM
To: Zusman Bob, V4-US-V-3-M
Cc: Morrow Jim, V4-US-V-35
Subject: FW: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]
East Bay MINI
Importance: High

We have now been served with an attorney letter attached.
Please advise or call to discuss.
Sal

Activity Status:	Done	Activity Updated:	10/29/07 04:40PM
Activity Type:	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	10/29/07 04:40PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attny Ack Ltr sent		

Note Created: 10/29/07 04:40PM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
Sent: Monday, October 29, 2007 4:40 PM
To: 'scohen@consumerlawce
Subject: Re: Oliver & Cassie [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]
Importance: High

1 attachment

Mr. Cohen,

Re: Oliver & Cassie [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Please find the attached acknowledgement for receipt of your letter concerning Oliver and Cassie Germond.

Thank you,

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and Services

Telephone
(201) 263-8228
Fax
(201) 930-8484
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

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Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	11/1/07 08:37AM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/1/07 08:36AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	AMM e-mail to Dealer		

Note Created: 11/1/07 08:37AM Note Created By: Talarico, Sal Note Type: Field Interaction

From: Zusman Bob, V4-US-V-3-M
Sent: Wednesday, October 31, 2007 11:31 PM
To: Ybarrolaza, Pam
Cc: Talarico Sal, V4-US-A-52
Subject: FW: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN [REDACTED]
East Bay MINI
Importance: High

Pam,

See below...Have we been able to move forward on this any?...hate to be a pest.

Regards,

Robert Zusman
MINI Area Manager - Western Region
MINI USA, a division of BMW of North America, LLC

E-mail: bob.zusman@miniusa.com
Phone: 916.412.2336

Let's be ALWAYS OPEN...and...LET'S MOTOR. ®

Activity Status:	Done	Activity Updated:	11/8/07 10:19AM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/8/07 10:18AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with dealer and AMM		

Note Created: 11/8/07 10:19AM Note Created By: Talarico, Sal Note Type: Dealer Interaction

Customer Service Request Detail # 200729700630

<p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, November 08, 2007 10:18 AM To: Zusman Bob, V4-US-V-3-M; Ybarrolaz Subject: RE: Customer Letter Repurchase [REDACTED] 005 MINI Cooper S VIN# [REDACTED] East Bay MINI Importance: High</p> <p>Good Moming,</p> <p>Please provide me an update as soon as possible. We need to respond to customer's attorney.</p> <p>Thanks, Sal</p>			
<p>From: Zusman Bob, V4-US-V-3-M Sent: Wednesday, October 31, 2007 11:31 PM To: Ybarrolaza, Pam Cc: Talarico Sal, V4-US-A-52 Subject: FW: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] East Bay MINI Importance: High</p> <p>Pam,</p> <p>See below...Have we been able to move forward on this any?...hate to be a pest.</p> <p>Regards,</p> <p>Robert Zusman MINI Area Manager - Western Region MINI USA, a division of BMW of North America, LLC</p> <p>E-mail: bob.zusman@miniusa.com Phone: 916.412.2336</p> <p>Let's be ALWAYS OPEN,..and...LET'S MOTOR. ®</p>			
Activity Status:	Done	Activity Updated:	11/14/07 09:24AM
Activity Type:	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/14/07 09:22AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	AMM response		
Note Created: 11/14/07 09:22AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200729700630

<p>From: Zusman Bob, V4-US-V-3-M Sent: Wednesday, November 14, 2007 5:21 AM To: Talarico Sal, V4-US-A-52 Subject: RE: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN [REDACTED] East Bay MINI</p> <p>I can't believe East Bay hasn't responded. I'm interested to see if you get a response from Pam...</p> <p>Regards,</p> <p>Robert Zusman MINI Area Manager - Western Region MINI USA, a division of BMW of North America, LLC</p> <p>E-mail: bob.zusman@miniusa.com Phone: 916.412.2336</p> <p>Let's be ALWAYS OPEN,...and,...LET'S MOTOR. ®</p>			
<p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, November 08, 2007 7:18 AM To: Zusman Bob, V4-US-V-3-M; Ybarrolaz [REDACTED] Subject: RE: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN [REDACTED] East Bay MINI Importance: High</p> <p>Good Morning,</p> <p>Please provide me an update as soon as possible. We need to respond to customer's attorney.</p> <p>Thanks, Sal</p>			
Activity Status:	Done	Activity Updated:	11/14/07 09:25AM
Activity Type:	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/14/07 09:24AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Response to AMM		
Note Created: 11/14/07 09:24AM		Note Created By: Talarico, Sal	
		Note Type: Field Interaction	

Customer Service Request Detail # 200729700630

<hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, November 14, 2007 9:24 AM To: Zusman Bob, V4-US-V-3-M Subject: RE: Customer Letter Repurchase [REDACTED] 005 MINI Cooper S VIN [REDACTED] East Bay MINI</p> <p>This is now URGENT. This goes back to 10/24 then attny e-mail 10/29 Please advise or call to discuss Sal</p> <hr/> <p>From: Zusman Bob, V4-US-V-3-M Sent: Wednesday, November 14, 2007 5:21 AM To: Talarico Sal, V4-US-A-52 Subject: RE: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN [REDACTED] East Bay MINI</p> <p>I can't believe East Bay hasn't responded. I'm interested to see if you get a response from Pam...</p> <p>Regards,</p> <p>Robert Zusman MINI Area Manager - Western Region MINI USA, a division of BMW of North America, LLC</p> <p>E-mail: bob.zusman@miniusa.com Phone: 916.412.2336</p> <p>Let's be ALWAYS OPEN...and...LET'S MOTOR. ®</p>		
Activity Status: Done	Activity Updated: 11/15/07 04:13PM	
Activity Type: Dealer Interaction	Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal	Email From:	
Activity Created: 11/15/07 04:13PM	Email To:	
Activity Created By: Talarico, Sal		
Activity Description: E-mail to dealer		
Note Created: 11/15/07 04:13PM	Note Created By: Talarico, Sal	
	Note Type: Dealer Interaction	

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
 Sent: Thursday, November 15, 2007 4:12 PM
 To: 'anne@h[REDACTED].m'
 Subject: Re: [REDACTED] 2005 MINI Cooper S VIN [REDACTED]

Hi Anne,

Re [REDACTED] 2005 MINI Cooper S VIN [REDACTED]

I have been trying to get Bob Zusman's decision on this case but have been unable to reach him. Has he contacted you with his decision?

Regards,
 Sal

Salvatore Talarico
 MINI Team Lead CORE Group
 National Customer Relations and Services

Telephone
 (201) 263-8228
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	11/19/07 01:25PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/19/07 01:19PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	11/15 at 4pm AMM advised will be handled by servicing dealer East Bay		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	11/19/07 01:25PM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/19/07 01:22PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	11/16 E-mail to Bob Smith that East Bay will be handling		

Note Created: 11/19/07 01:22PM	Note Created By: Talarico, Sal	Note Type: Dealer Interaction
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Customer Service Request Detail # 200729700630

 From: anne boland [mailto:anne@bobsmithbmw.com]
 Sent: Friday, November 16, 2007 5:53 PM
 To: Talarico
 Subject: RE: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Hi,
 Thanks for the update.
 Have a great weekend!

 From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
 Sent: Friday, November 16, 2007 1:00 PM
 To: anne@b[REDACTED].m
 Subject: RE: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

Anne,

 This vehicle was sold by Bob Smith MINI but will be repurchased
 by the servicing dealer. We will coordinate from here.

 Thank you for your assistance.
 Regards,
 Sal

Activity Status:	Done	Activity Updated:	11/19/07 01:23PM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/19/07 01:23PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	11/16 7:20pm Eric Gordon left vmessage that he has contacted cust attny but attny was out of office and will follow up when he returns next week.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	11/26/07 04:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	11/26/07 04:13PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Follow up with Eric at East Bay left VMessage requesting status of attorney contact. Left name and direct tel#		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200729700630

Activity Status: Done		Activity Updated: 11/27/07 09:01AM	
Activity Type: Field Interaction		Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal		Email From:	
Activity Created: 11/27/07 09:01AM		Email To:	
Activity Created By: Talarico, Sal			
Activity Description: AMM e-mail			
Note Created: 11/27/07 09:01AM		Note Created By: Talarico, Sal	
Note Type: Field Interaction			
<p>From: Zusman Bob, V4-US-V-3-M Sent: Tuesday, November 27, 2007 2:48 AM To: Talarico Sal, V4-US-A-52 Subject: RE: Customer Letter Repurchase [REDACTED] d 2005 MINI Cooper S VIN [REDACTED] East Bay MINI</p> <p>Buy it back.</p> <p>Regards,</p> <p>Robert Zusman MINI Area Manager - Western Region MINI USA, a division of BMW of North America, LLC</p> <p>E-mail: bob.zusman@miniusa.com Phone: 916.412.2336</p> <p>Let's be ALWAYS OPEN...and...LET'S MOTOR. ®</p>			
Activity Status: Done		Activity Updated: 12/4/07 12:16PM	
Activity Type: Dealer Interaction		Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal		Email From:	
Activity Created: 12/4/07 12:16PM		Email To:	
Activity Created By: Talarico, Sal			
Activity Description: Follow up with Eric Gordon at East Bay. Left urgent message. Want to contact atny today but do not want to duplicate effort. Pls call me asap.			
Note Created:		Note Created By:	
Note Type:			
Activity Status: Done		Activity Updated: 12/4/07 02:17PM	
Activity Type: Dealer Interaction		Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal		Email From:	
Activity Created: 12/4/07 02:17PM		Email To:	
Activity Created By: Talarico, Sal			
Activity Description: Eric left vmessage during lunch. Indicated he spoke with atny but wants us to take the lead role in negotiation. Will support the surrender			
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	12/4/07 02:22PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/4/07 02:22PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	e-mail request to cust attorney		

Note Created: 12/4/07 02:22PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

From: Talarico Sal, V4-US-A-52
 Sent: Tuesday, December 04, 2007 2:22 PM
 To: 'scohl'@consumerlawcenter.com
 Subject: [REDACTED] d 2005 MINI Cooper S VIN [REDACTED]
 Importance: high

Mr. Cohen,
 [REDACTED] 2005 MINI Cooper S VIN [REDACTED]

We would like to move forward with a repurchase of the abovementioned vehicle. Kindly forward a clear and legible copy of customer's bill of sale along with the loan transaction history and final payoff amount.

I will prepare an offer for your consideration upon receipt of this information. Please contact me with any questions.

Thank you,
 Sal

Salvatore Talarico
 MINI Team Lead CORE Group
 National Customer Relations and Services

Telephone
 (201) 263-8228
 Fax
 (201) 930-8484
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

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Activity Status:	Done	Activity Updated:	12/6/07 04:06PM
Activity Type	Corporate Interaction	Activity Updated By:	Zika, Debbie
Activity Assigned To:	Zika, Debbie	Email From:	
Activity Created:	12/6/07 04:03PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	B. Voorhis, BMW Legal requested file - customer filed lawsuit (see SR#200734000910); Legal to advise on status of SR		

Note Created: 12/6/07 04:04PM Note Created By: Zika, Debbie Note Type: Corporate Interaction

Customer Service Request Detail # 200729700630

From: Voorhis Barbara, V4-J
Sent: Thursday, December 06, 2007 8:12 AM
To: Caulfield Marianne, (T)
Cc: Zika Debbie, (C)
Subject: FW: New lawsuit

Can you respond?

From: Zika Debbie, (C)
Sent: Wednesday, December 05, 2007 4:44 PM
To: Voorhis Barbara, V4-J
Cc: Talarico Sal, V4-US-A-52
Subject: RE: New lawsuit

Hi Barbara,

There is an Open Defect Notification SR for this customer. Sal Talarico, MINI Team Lead is working the case. He's working with the center to facilitate the surrender of this vehicle. The terms are to be negotiated. Should he continue to work this issue, or close it down? Please advise. A copy of the file will be forwarded.

Kind regards,

Debbie Zika
Customer Relations and Services
Department Coordinator

Telephone
201-263-8212
800-831-1117*8212
FAX
201-930-8484
Mailing Address
PO Box 1227
Westwood, NJ 07675-1227

From: Voorhis Barbara, V4-J
Sent: Wednesday, December 05, 2007 1:31 PM
To: Zika Debbie, (C)
Cc: Englert Nina, V4-US-A-5; Marro Penny, V4-US-A-51; Vlaovich Leonora, V4-US-A-51
Subject: New lawsuit
Importance: High

Please send me the CR file for this customer ASAP:

[REDACTED]

[REDACTED]

t [REDACTED] tical, sunroof, engine, transmission, steering, a/c
Krohn & Moss

Barbara (Kuhns) Voorhis
BMW of North America, LLC
300 Chestnut Ridge Road
Woodcliff Lake, NJ 07677
201 307-3611
201 307-9286 (fax)
barbara.voorhis@bmwna.com

Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	12/10/07 02:00PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/10/07 01:59PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail w/ financial docs (attached)		

Note Created: 12/10/07 02:00PM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

From: Tibble, David [mailto:dtibble@consumerlawcenter.com]
Sent: Monday, December 10, 2007 9:20 AM
To: Talarico Sal, V4-US-A-52
Cc: Cohen, S
Subject: FW: [REDACTED] 2005 MINI Cooper S VIN [REDACTED] - please handle below
Importance: high

Mr. Talarico:

Attached, please find copies of the requested documents for the above referenced case. If you have any questions or need any additional documents, please let me know.

Thanks.

David Tibble

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Tuesday, December 04, 2007 1:22 PM
To: Cohen, S
Subject: [REDACTED] 2005 MINI Cooper S VIN [REDACTED]
Importance: high

Mr. Cohen,

Re: [REDACTED] 2005 MINI Cooper S VIN [REDACTED]

We would like to move forward with a repurchase of the abovementioned vehicle. Kindly forward a clear and legible copy of customer's bill of sale along with the loan transaction history and final payoff amount.

I will prepare an offer for your consideration upon receipt of this information. Please contact me with any questions.

Thank you,
Sal

Salvatore Talarico
MINI Team Lead CORE ...

Customer Service Request Detail # 200729700630

... Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227		...	
Activity Status:	Done	Activity Updated:	12/17/07 02:23PM
Activity Type	Corporate Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/17/07 02:23PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Call and vmessage left for outside council Tim Hoffman requesting callback		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/27/07 12:37PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/20/07 02:51PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Reviewed case with MAM Jeff Wight and established offset / finalized offer		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/27/07 12:57PM
Activity Type	Corporate Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/27/07 12:37PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Legal dept requested time extension from cust attorney		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	12/27/07 12:57PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	12/27/07 12:57PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail request to attorney for time extension		
Note Created:	12/27/07 12:57PM	Note Created By:	Talarico, Sal
			Note Type: Customer's Attorney

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
Sent: Thursday, December 27, 2007 12:55 PM

2005 MINI Cooper S VIN# [REDACTED]

Mr. Tibble,

Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]

We would like to request a time extension to this case so we may appropriately address your request for repurchase.

Thank you,

Salvatore Talarico
Team Lead CORE Group - MINI USA
National Customer Relations and Services

Telephone
(201) 263-8228
FaxMail
(866) 850-0249
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

LET'S MOTOR. ®

From: Tibble, David [mailto:dtibble@consumerlawcenter.com]
To: Talarico Sal, V4-US-A-52
Cc: Cohen, S
Subject: FW: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] 7 - please handle below
Importance: high

Mr. Talarico:

Attached, please find copies of the requested documents for the above referenced case. If you have any questions or need any additional documents, please let me know.

Thanks.

David Tibble

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
To: Coh
Subject: [REDACTED] 2005 MINI Cooper ...

Customer Service Request Detail # 200729700630

<p>... S VIN [REDACTED] Importan</p> <p>Mr. Cohen,</p> <p>Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]</p> <p>We would like to move forward with a repurchase of the abovementioned vehicle. Kindly forward a clear and legible copy of customer's bill of sale along with the loan transaction history and final payoff amount.</p> <p>I will prepare an offer for your consideration upon receipt of this information. Please contact me with any questions.</p> <p>Thank you, Sal</p> <p>Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services</p> <p>Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		...
Activity Status: Done	Activity Updated: 1/3/08 05:58PM	
Activity Type: Customer's Attorney	Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal	Email From:	
Activity Created: 1/3/08 05:58PM	Email To:	
Activity Created By: Talarico, Sal		
Activity Description: Follow up e-mail request to cust attorney		
Note Created: 1/3/08 05:58PM	Note Created By: Talarico, Sal	
	Note Type: Customer's Attorney	

Customer Service Request Detail # 200729700630

<p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, January 03, 2008 5:58 PM To: 'dtibble@ Subject: RE: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]</p> <p>Mr. Tibble,</p> <p>Please respond to e-mail request of 12/27/07 for time extension Your anticipated cooperation is greatly appreciated.</p> <p>Sincerely, Sal Talarico MINI USA</p> <hr/> <p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, December 27, 2007 12:55 PM To: 'dtibb Subject: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]</p> <p>Mr. Tibble,</p> <p>Re: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]</p> <p>We would like to request a time extension to this case so we may appropriately address your request for repurchase.</p> <p>Thank you,</p> <p>Salvatore Talarico Team Lead CORE Group - MINI USA National Customer Relations and Services</p>		
Activity Status: Done	Activity Updated: 1/10/08 09:55AM	
Activity Type: Customer's Attorney	Activity Updated By: Talarico, Sal	
Activity Assigned To: Talarico, Sal	Email From:	
Activity Created: 1/10/08 09:53AM	Email To:	
Activity Created By: Talarico, Sal		
Activity Description: Follow up e-mail to attorney w/offer attached		
Note Created: 1/10/08 09:55AM	Note Created By: Talarico, Sal	
	Note Type: Customer's Attorney	

Customer Service Request Detail # 200729700630

<p>From: Talarico Sal, V4-US-A-52 Sent: Wednesday, January 09, 2008 2:45 PM To: 'dtibb Subject: [REDACTED] 2005 MINI Cooper S VIN# [REDACTED]</p> <p>Mr. Tibble,</p> <p>My apologies. The attached offer was not included in the e-mail sent to you on December 27, 2007. This Offer prepared for the repurchase of your clients vehicle is based on the information provided us.</p> <p>Kindly review and direct any questions you may have to me at 201-263-8228.</p> <p>Upon receipt of signed offer, we will forward you a Settlement/Release and move this process forward. May I suggest you include any updated payment / payoff information with the return of the offer so it may be included in the Settlement Agreement.</p> <p>Thank you for your ongoing cooperation.</p> <p>Sal Talarico MINI USA</p>																									
<table><tr><td>Activity Status:</td><td>Done</td><td>Activity Updated:</td><td>1/10/08 09:58AM</td></tr><tr><td>Activity Type</td><td>Customer's Attorney</td><td>Activity Updated By:</td><td>Talarico, Sal</td></tr><tr><td>Activity Assigned To:</td><td>Talarico, Sal</td><td>Emal From:</td><td></td></tr><tr><td>Activity Created:</td><td>1/10/08 09:56AM</td><td>Email To:</td><td></td></tr><tr><td>Activity Created By:</td><td>Talarico, Sal</td><td></td><td></td></tr><tr><td>Activity Description:</td><td colspan="3">Attomey's response and request for a higher fee</td></tr></table>		Activity Status:	Done	Activity Updated:	1/10/08 09:58AM	Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal	Activity Assigned To:	Talarico, Sal	Emal From:		Activity Created:	1/10/08 09:56AM	Email To:		Activity Created By:	Talarico, Sal			Activity Description:	Attomey's response and request for a higher fee		
Activity Status:	Done	Activity Updated:	1/10/08 09:58AM																						
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal																						
Activity Assigned To:	Talarico, Sal	Emal From:																							
Activity Created:	1/10/08 09:56AM	Email To:																							
Activity Created By:	Talarico, Sal																								
Activity Description:	Attomey's response and request for a higher fee																								
<table><tr><td>Note Created: 1/10/08 09:56AM</td><td>Note Created By: Talarico, Sal</td><td>Note Type: Customer's Attorney</td></tr></table>		Note Created: 1/10/08 09:56AM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney																					
Note Created: 1/10/08 09:56AM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney																							
<p>From: Moss, Gregory [mailto:gross@consumerlawcenter.com] Sent: Wednesday, January 09, 2008 3:25 PM To: Tala [REDACTED] 4-US-A-52 Subject: [REDACTED] v. BMW</p> <p>Sal:</p> <p>Thank you for your offer of today's date to repurchase the vehicle. However, before we can review it with our client, I need to resolve the issue of attorneys' fees with you. As you are aware, you have made an offer of \$1,500.00 in attorneys' fees. However, as I am sure you are equally aware, this case has been filed, your attorney has appeared in the case and we have done substantial work on the file. Accordingly, we currently have \$2,850.00 in attorneys' fees billed to the file. Therefore, please let me know if you are willing to meet that figure and then I can review your offer with my client.</p> <p>I will wait to hear from you. Thanks.</p> <p>Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax</p>																									

Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	1/10/08 10:02AM
Activity Type	Corporate Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/10/08 09:58AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Fwd to legal dept		

Note Created: 1/10/08 09:58AM Note Created By: Talarico, Sal Note Type: Corporate Interaction

From: Caulfield Marianne, (T)
Sent: Thursday, January 10, 2008 8:58 AM
To: Talarico, Sal (S-A-52)
Subject: [REDACTED] v. BMW

I've been out for a couple of days . let me look at the file and get back to you

Marianne Caulfield
Legal Department
BMW NA
300 Chestnut Ridge Road
Woodcliff Lake, New Jersey
Direct line - 201-307-4346
Fax - 201-307-9286

From: Talarico Sal, V4-US-A-52
Sent: Wednesday, January 09, 2008 3:29 PM
To: Caulfield Marianne, (T)
Subject: FW: [REDACTED] v. BMW

Marianne,

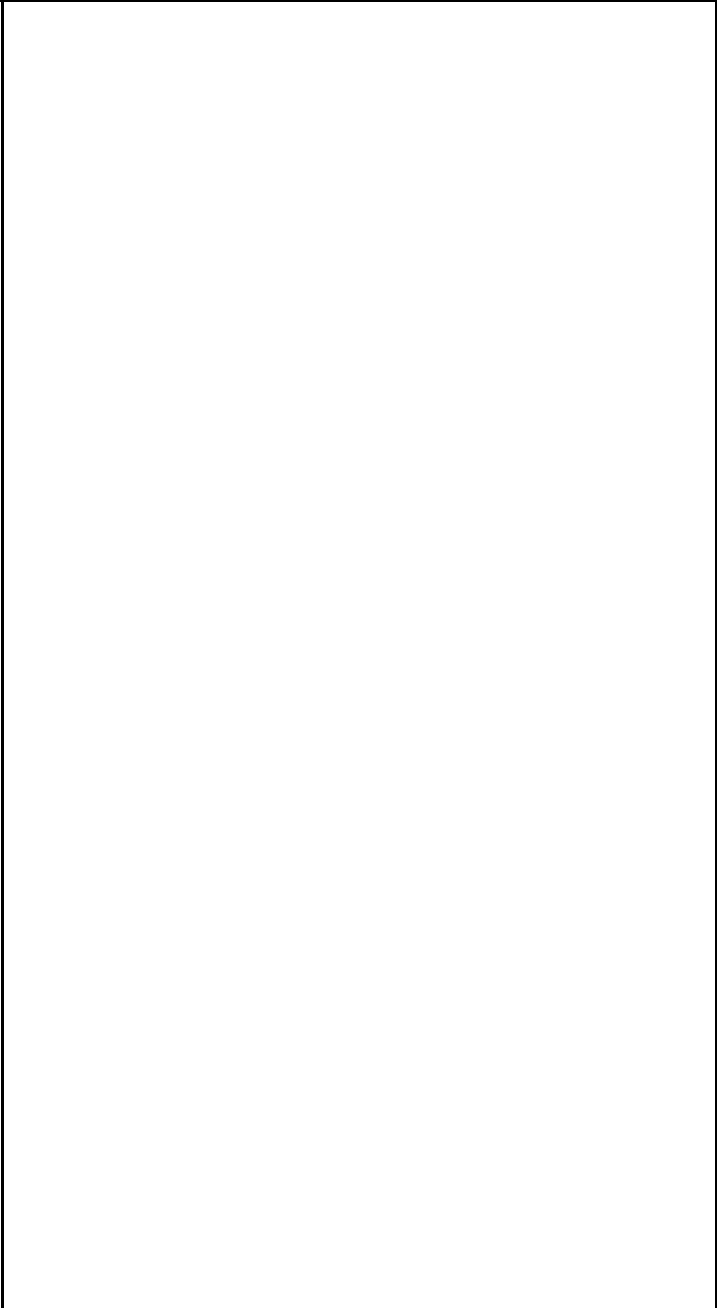
Please review Mr Moss e-mail below.

Shall I counter offer with \$2500 or agree to \$2850.

Normally we do not go beyond \$2000 in Illinois.

If we agree to his request I would like to establish this fee for this case only and this will not become "the standard"

...



Customer Service Request Detail # 200729700630

...

Please advise.

Thanks,

Sal

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Wednesday, January 09, 2008 3:25 PM
To: Talarico, Sal 4-US-A-52
Subject: [REDACTED] v. BMW

Sal:

Thank you for your offer of today's date to repurchase the vehicle. However, before we can review it with our client, I need to resolve the issue of attorneys' fees with you. As you are aware, you have made an offer of \$1,500.00 in attorneys' fees. However, as I am sure you are equally aware, this case has been filed, your attorney has appeared in the case and we have done substantial work on the file. Accordingly, we currently have \$2,850.00 in attorneys' fees billed to the file. Therefore, please let me know if you are willing to meet that figure and then I can review your offer with my client.

I will wait to hear from you. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Activity Status:	Done	Activity Updated:	1/10/08 10:03AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/10/08 10:02AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Counter offer sent		
Note Created: 1/10/08 10:03AM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
Sent: Thursday, January 10, 2008 10:02 AM
To: Moss
Subject: [REDACTED] v. BMW

Mr Moss,

Can we agree on \$2500 on this case and move forward?

Thanks,
Sal

From: Moss, Gregory [mailto:gmoss@consumerlawcenter.com]
Sent: Wednesday, January 09, 2008 3:25 PM
To: Talarico Sal, V4-US-A-52
Subject: [REDACTED] v. BMW

Sal

Thank you for your offer of today's date to repurchase the vehicle. However, before we can review it with our client, I need to resolve the issue of attorneys' fees with you. As you are aware, you have made an offer of \$1,500.00 in attorneys' fees. However, as I am sure you are equally aware, this case has been filed, your attorney has appeared in the case and we have done substantial work on the file. Accordingly, we currently have \$2,850.00 in attorneys' fees billed to the file. Therefore, please let me know if you are willing to meet that figure and then I can review your offer with my client.

I will wait to hear from you. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Activity Status:	Done	Activity Updated:	1/11/08 02:49PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/11/08 02:48PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney response		

Note Created: 1/11/08 02:49PM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

Customer Service Request Detail # 200729700630

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Thursday, January 10, 2008 10:43 AM
To: Talarico S-A-52
Subject: RE: [REDACTED] v. BMW

Sal

I can agree on \$2,500.00 in fees. Let me talk to my client and get back to you.

Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Thursday, January 10, 2008 9:02 AM
To: Moss, Gr
Subject: RE: [REDACTED] . BMW

Mr Moss,

Can we agree on \$2500 on this case and move forward?

Thanks,
Sal

Activity Status:	Done	Activity Updated:	1/11/08 03:46PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/11/08 02:49PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney e-mail		

Note Created: 1/11/08 02:49PM

Note Created By: Talarico, Sal

Note Type: Customer's Attorney

Customer Service Request Detail # 200729700630

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Friday, January 11, 2008 2:48 PM
To: Talarico, Sal S-A-52
Subject: [REDACTED] v. BMW

Sal:

First, I should have said initially, please call me Greg. As for your offer, I spoke to Mr. Germond and apparently, he has already paid off the loan in full. The amount he paid was \$17,104.59. Therefore, I see the final figures as the following:

1. BMW will reimburse Mr. and Mrs. [REDACTED] their down payment of \$1,000.00;
2. BMW will reimburse Mr. and Mrs. [REDACTED] 13 payments of \$336.00 totalling \$4,368.00;
3. BMW will reimburse Mr. and Mrs. [REDACTED] their loan payoff of \$17,104.59; and
4. BMW will pay Krohn & Moss, Ltd. its reasonable attorneys' fees in the amount of \$2,500.00.

As for the mileage, you request [REDACTED] 582.21. However, we believe that number should be significantly reduced. The [REDACTED] began having problems with the clutch on this vehicle at 21,336 miles and have had problems for over one (1) year since that time. Accordingly, we will request a mileage offset of \$2,133.60 for a final figure of \$20,338.99 to Mr. and Mrs. [REDACTED] and \$2,500.00 to Krohn & Moss, Ltd.

Please let me know your position. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Activity Status:	Done	Activity Updated:	1/11/08 03:46PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/11/08 03:46PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Offer2 sent to attorney and attached		

Note Created: 1/11/08 03:46PM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
Sent: Friday, January 11, 2008 3:46 PM
To: Moss, G
Subject: RE: [REDACTED] v. BMW

Greg,

We did calculate the mileage at interval 21,336.

In consideration of the Germonds I used a broader formula for a total offset of \$4391.29 in place of the customary .25 per mile which would have brought this to a \$5334.00 offset.

That is a savings of \$942.71

How about I give you .20 mile this time only, for a total of \$4267.20 and let's call it a deal. I took the liberty of attaching the revised offer.

Thanks,
Sal

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Friday, January 11, 2008 2:48 PM
To: Talarico, Sal, V4-US-A-52
Subject: RE: [REDACTED] v. BMW

Sal:

First, I should have said initially, please call me Greg. As for your offer, I spoke to Mr. Germond and apparently, he has already paid off the loan in full. The amount he paid was \$17,104.59. Therefore, I see the final figures as the following:

1. BMW will reimburse Mr. and Mrs. [REDACTED] their down payment of \$1,000.00;
2. BMW will reimburse Mr. and Mrs. [REDACTED] 13 payments of \$336.00 totalling \$4,368.00;
3. BMW will reimburse Mr. and Mrs. [REDACTED] their loan payoff of \$17,104.59; and
4. BMW will pay Krohn & Moss, Ltd. its reasonable attorneys' fees in the amount of \$2,500.00.

As for the mileage, you requested 582.21. However, we believe that number should be significantly reduced. The [REDACTED] began having problems with the clutch on this vehicle at 21,336 miles and have had problems for over one (1) year since that time. Accordingly, we will estimate a mileage offset of \$2,133.60 for a final figure of \$20,338.99 to Mr. and Mrs. [REDACTED] and \$2,500.00 to Krohn & Moss, Ltd.

Please let me know your position. Thanks.

Gregory H. Moss
Krohn & Moss, ...

Customer Service Request Detail # 200729700630

... Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax		...	
Activity Status:	Done	Activity Updated:	1/11/08 04:19PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Emal From:	
Activity Created:	1/11/08 04:18PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attomey e-mail		
Note Created: 1/11/08 04:19PM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200729700630

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Friday, January 11, 2008 4:19 PM
To: Talarico [redacted] S-A-52
Subject: RE: [redacted] v. BMW

Sal:

Thanks for getting back to me so quickly. I have spoken to Mr. Germond and he will discuss it with his wife and get back to me on Monday and I will then let you know.

Thanks again and have a good weekend.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

From: Sal.Talarico@miniusa.com [mailto:Sal.Talarico@miniusa.com]
Sent: Friday, January 11, 2008 2:46 PM
To: Moss, Gr [redacted]
Subject: RE: [redacted] v. BMW

Greg,

We did calculate the mileage at interval 21,336.

In consideration of the [redacted] I used a broader formula for a total offset of \$4391.29 in place of the customary .25 per mile which would have brought this to a \$5334.00 offset.

That is a savings of \$942.71

How about I give you .20 mile this time only, for a total of \$4267.20 and let's call it a deal.

I took the liberty of attaching the revised offer.

Thanks,

Sal

Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	1/14/08 04:34PM
Activity Type	Corporate Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/14/08 04:34PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Call from legal advising served with request to admit. Need to know if offer is accepted or not so they can respond. There is a time limit.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	1/14/08 04:36PM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/14/08 04:36PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Sent request to customer's attorney		

Note Created: 1/14/08 04:36PM	Note Created By: Talarico, Sal	Note Type: Customer's Attorney
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<p>From: Talarico Sal, V4-US-A-52 Sent: Monday, January 14, 2008 4:34 PM To: 'Mos Subject: [REDACTED] v. BMW Importance: High</p> <p>Greg,</p> <p>Our legal dept has received a request to admit. Please respond as soon as possible so we can move this forward.</p> <p>Thanks, Sal</p> <hr/> <p>From: Moss, Gregory [mailto:gross@consumerlawcenter.com] Sent: Friday, January 11, 2008 4:19 PM To: Talarico S [REDACTED] S-A-52 Subject: RE: [REDACTED] v. BMW</p> <p>Sal:</p> <p>Thanks for getting back to me so quickly. I have spoken to Mr. Germond and he will discuss it with his wife and get back to me on Monday and I will then let you know.</p> <p>Thanks again and have a good weekend.</p> <p>Gregory H. Moss Krohn & Moss, Ltd. Consumer Law Center (312) 578-9428 ext 216 (866) 309-9458 Fax</p>	
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Customer Service Request Detail # 200729700630

Activity Status:	Done	Activity Updated:	1/16/08 03:03PM
Activity Type	Field Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/16/08 03:02PM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Called AAM and discussed WR case now in Central region. Fwd e-mail w/all docs		

Note Created: 1/16/08 03:02PM Note Created By: Talarico, Sal Note Type: Field Interaction

From: Talarico Sal, V4-US-A-52
Sent: Wednesday, January 16, 2008 3:01 PM
To: Wight Jeff, V4-US-V-4-M
Cc: Zusman Bob, V4-US-V-3-M
Subject: FW: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] East Bay MINI
Importance: High

Jeff,

This is the case first sent to Bob Zusman. The vehicle originated from Bill Jacobs, Naperville and cust now in CA. Vehicle is titled in CA. Attorney has filed in Illinois.

We first received this case directly from the customer below. Shortly after this letter came from Krohn & Moss. We have an offer on the table and are waiting for a response. In the meantime the clock is ticking and papers are being filed. Let's discuss before the week is up.

Thanks,
Sal

1 attachment

From: Talarico Sal, V4-US-A-52
Sent: Wednesday, October 24, 2007 4:50 PM
To: Zusman Bob, V4-US-V-3-M
Cc: Morrow Jim, V4-US-V-35
Subject: Customer Letter Repurchase [REDACTED] 2005 MINI Cooper S VIN# [REDACTED] East Bay MINI
Importance: High

2 attachments

Attached is customer letter requesting repurchase due to ongoing issues with slave cylinder and clutch. RO's attached.

Please review and advise or call to discuss.
Thanks,
Sal

Salvatore Talarico
MINI Team Lead CORE Group
National Customer Relations and ...

Customer Service Request Detail # 200729700630

... Services		...	
Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227			
LET'S MOTOR. ®			
Activity Status:	Done	Activity Updated:	1/17/08 09:59AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/17/08 09:55AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	Attorney response		
Note Created: 1/17/08 09:56AM		Note Created By: Talarico, Sal	
		Note Type: Customer's Attorney	

Customer Service Request Detail # 200729700630

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Thursday, January 17, 2008 9:56 AM
To: Talarico S S-A-52
Subject: RE: [REDACTED] v. BMW

Sal:

[REDACTED] as unable to get back to you yesterday as I was playing "phone tag" with Mr. [REDACTED] all day. At any rate, it still seems like we are pretty far apart on the mileage. Mr. [REDACTED] reminded me of a few additional factors that should result in a significant reduction of your current request for \$4,267.20.

Specifically, while I would agree that the defect that arose most often in the repair was the clutch, we should also not forget that prior to the first clutch incident, Mr. [REDACTED] experienced a motor mount leak at 18,498 miles and that problem [REDACTED]urred ag November 5, 2007 and has still not been fixed. In addition, Mr. [REDACTED] had to drive 300 miles round trip each time he had a problem with his vehicle as [REDACTED] miles between his residence and the dealership. By my count he has been back to the dealership ten (10) times which accounts for at least 3,000 miles he would not have placed on his vehicle but for the various defects. Accordingly, to account for that, I would request that you reduce the mileage offset to \$1,849.80.

[REDACTED] mative, maybe we could resolve this matter for a cash amount wherein Mr. [REDACTED] retains possession and financial responsibility for the vehicle? To that end, I would recommend that you pay him \$8,500.00 and pay our fees of \$2,500.00 as previously agreed to between you and I.

Let me know. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Activity Status:	Done	Activity Updated:	1/17/08 10:44AM
Activity Type	Corporate Interaction	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/17/08 10:34AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail exchange with legal dept. Advise attorney to work with local council. Refer to Tim		

Note Created: 1/17/08 10:43AM Note Created By: Talarico, Sal Note Type: Corporate Interaction

Customer Service Request Detail # 200729700630

From: Caulfield Marianne, (T)
Sent: Thursday, January 17, 2008 10:15 AM
To: Talarico Sal, V4-US-A-52
Cc: Timothy
Subject: RE: [REDACTED] v. BMW

He deals with Tim now. Close the file and tell him he can direct all settlement negotiations to Tim

Marianne Caulfield
Legal Department
BMW NA
300 Chestnut Ridge Road
Woodcliff Lake, New Jersey
Direct line - 201-307-4346
Fax - 201-307-9286

From: Talarico Sal, V4-US-A-52
Sent: Thursday, January 17, 2008 9:59 AM
To: Caulfield [REDACTED] (T); 'THoffman@SanchezDH.com'
Subject: FW: [REDACTED] v. BMW

Good Morning:

Greg Moss response to offer.

I am against the cash amount but can work with the mileage.

Let me know what you would like to do.

Thanks,

Sal

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Thursday, January 17, 2008 9:56 AM
To: Talarico Sal, V4-US-A-52
Subject: [REDACTED] v. BMW
...

Customer Service Request Detail # 200729700630

...

Sal

... as unable to get back to you yesterday as I was playing "phone tag" with Mr. [REDACTED] all day. At any rate, it still seems like we are pretty far apart on the mileage. Mr. [REDACTED] reminded me of a few additional factors that should result in a significant reduction of your current request for \$4,267.20.

Specifically, while I would agree that the defect that arose most often in the repair was the clutch, we should also not forget that prior to the first clutch incident, Mr. [REDACTED] experienced a motor mount leak at 18,498 miles and that problem [REDACTED] occurred again on November 5, 2007 and has still not been fixed. In addition, Mr. [REDACTED] had to drive 300 miles round trip each time he had a problem with his vehicle as it is 150 miles between his residence and the dealership. By my count he has been back to the dealership ten (10) times which accounts for at least 3,000 miles he would not have placed on his vehicle but for the various defects. Accordingly, to account for that, I would request that you reduce the mileage offset to \$1,849.80.

... mative, maybe we could resolve this matter for a cash amount wherein Mr. [REDACTED] retains possession and financial responsibility for the vehicle? To that end, I would recommend that you pay him \$8,500.00 and pay our fees of \$2,500.00 as previously agreed to between you and I.

Let me know. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Activity Status:	Done	Activity Updated:	1/17/08 10:44AM
Activity Type	Customer's Attorney	Activity Updated By:	Talarico, Sal
Activity Assigned To:	Talarico, Sal	Email From:	
Activity Created:	1/17/08 10:42AM	Email To:	
Activity Created By:	Talarico, Sal		
Activity Description:	E-mail to attorney		

Note Created: 1/17/08 10:44AM Note Created By: Talarico, Sal Note Type: Customer's Attorney

Customer Service Request Detail # 200729700630

From: Talarico Sal, V4-US-A-52
Sent: Thursday, January 17, 2008 10:44 AM
To: 'Moss, Gregory'
Cc: 'THoffma [redacted]@hezDH.com'
Subject: RE: [redacted] v. BMW

Greg,

At this time I will have to turn this over to Tim Hoffman whom I have Cc: on this e-mail.

Thank you,
Sal

From: Moss, Gregory [mailto:gross@consumerlawcenter.com]
Sent: Thursday, January 17, 2008 9:56 AM
To: Talarico Sal, V4-US-A-52
Subject: RE: [redacted] v. BMW

Sal:

[redacted] is unable to get back to you yesterday as I was playing "phone tag" with Mr. [redacted] all day. At any rate, it still seems like we are pretty far apart on the mileage. Mr. [redacted] reminded me of a few additional factors that should result in a significant reduction of your current request for \$4,267.20.

Specifically, while I would agree that the defect that arose most often in the repair was the clutch, we should also not forget that prior to the first clutch incident, Mr. [redacted] experienced a motor mount leak at 18,498 miles and that problem [redacted] occurred again on November 5, 2007 and has still not been fixed. In addition, Mr. [redacted] had to drive 300 miles round trip each time he had a problem with his vehicle as it is 150 miles between his residence and the dealership. By my count he has been back to the dealership ten (10) times which accounts for at least 3,000 miles he would not have placed on his vehicle but for the various defects. Accordingly, to account for that, I would request that you reduce the mileage offset to \$1,849.80.

[redacted] alternative, maybe we could resolve this matter for a cash amount wherein Mr. [redacted] retains possession and financial responsibility for the vehicle? To that end, I recommend that you pay him \$8,500.00 and pay our fees of \$2,500.00 as previously agreed to between you and I.

Let me know. Thanks.

Gregory H. Moss
Krohn & Moss, Ltd.
Consumer Law Center
(312) 578-9428 ext 216
(866) 309-9458 Fax

Customer Service Request Detail # S00921604698

Customer

[Redacted Customer Information]

Service Request

Service Request #: S00921604698
 Brand: MINI
 Type: Vital Insight
 Current Status: Closed
 Date Opened: 8/4/09 11:14AM
 Created By: VitalInsight, fm
 Rep Assigned: VitalInsight, fm
 Date Assigned: 8/4/09 11:14AM
 Assigned Dealer:
 Identified Dealer: MINI of San Antonio
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep:
 Issue Note: VIG Service Corporate Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): [Redacted]
 Chassis # (Non - US): [Redacted]
 Year: 2004
 Model: Cooper
 Mileage:
 Sale: 05/14/04 12:00 AM
 In Service Date: 05/14/04 12:00 AM
 Production Date:

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0000	GENERAL
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	SEATS - UPHOLSTERY & CHILD S	5200	SEATS - UPHOLSTERY & CHILD SEAT

Solution Notes

Solution
 Email was sent to customer thanking them for completing the recent survey and requesting them to reply identifying any outstanding issues and provide a phone number. The email also provided our 800 number. SR Closed no further contact from customer.

Attachments

File Name	Comments

Customer Service Request Detail # S00921604698

Activity Status:	Done	Activity Updated:	8/4/09 11:14AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	8/4/09 11:14AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 8/4/09 11:14AM Note Created By: VitalInsight, fm Note Type: Customer Interaction

[REDACTED]

Address:
City: San Antonio
State: TX
VIN: WMWRC33484 [REDACTED]
Make: MINI
Model: Cooper
Dealer Code: 42164
Dealer Location Id: 01
Dealer Name: MINI of San Antonio
Survey Type: Service
Group ID:
CSI: 27.3
Threshold: 99
Survey Received Date: 8/1/2009 12:10:58 PM
Survey Sent Date: 7/11/2009 7:08:41 AM
Survey Method: EM
Answer ID: 69291
Overall Sat: P
Recommendation: N
Issue Assigned Date: 8/1/2009 4:52:32 PM
Issue Closed Date:
Customer Comments: Customer service has gotten a little better at San Antonio, but I'm still amazed at the level of frustration I feel when I just need someone to call me back or contact me regarding a [REDACTED] picking up my car. I'm also disappointed that I have not heard back from Mr./Ms. [REDACTED] regarding my car seat issue.
Staff Comments: 2009-08-01 16:52:32 Alan Roberts
Issue assigned to: Corey Alvarado

Staff Comments: Corey

I am unaware of a seat issue with this vehicle. Please fill me in. Also, if you are following process of not closing the RO before we have contacted the client to address their concerns. Please pay more attention to the details that she is referring to. Please call her and close the issue. I will follow up on the seat problem with her.

Al

Resolution Cost:
Customer Email: [REDACTED]
Repair Order Num
Repair Order Date: 7/9/2009 12:00:00 AM
Repair Order Mileage: 59311
Repair Order Description: PERFORMED INSPECTION II|HAAG INV# 500679 PO# 86166 REPAIR TINT ROLLUP WINDOW|INFORMATIONAL LINE|INFORMATIONAL LINE|COURTESY 10 PT INSP/TOP FLUIDS
Advisor Name: COREY ALVARADO
Advisor Number: 240
Technician Name: GALLARDO, PAUL
Technician ...

[REDACTED]

Customer Service Request Detail # S00921604698

... Number: 3
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 2.5
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: No
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3: Length of time
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4:
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: No
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9: It was almost 15 minutes before someone helped me at the counter--not even a greeting or "be right with you" until it was my turn to be seen.
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: No
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: No
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: No
Comment #14:
Question #15: Consideration of your time:
Answer #15: No
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: No
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: No
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18: When I dropped off my car that morning, I was told it would be ready the next morning, so I called the next day around 12PM to ask if my car was ready (after I hadn't heard from anyone). I couldn't get a straight answer from the Service Advisor (SA) who kept saying "he wasn't sure" and that he would need to get back to me. Additionally, when I asked about the status of a particular item I needed MINI to look at, it sounded like SA had completely forgotten about this task (it was all ready 3PM the day my car was scheduled to be picked up). Anyhow, my car wasn't ready until late in the ...

Customer Service Request Detail # S00921604698

... afternoon that day---too late for me to pick it up. I understand that sometimes MINI may require more time to service a vehicle, but a courtesy call would have been professional and shown consideration of my time.

Question #19: Do you feel that {client_name} valued your business?
Answer #19: No
Comment #19:

Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20: Yes. Train the SA's to show courtesy and return calls the same day even though they are busy. Also, to acknowledge a customer when he/she is waiting (especially if it's awhile) makes a world of difference.

Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: No
Comment #21:

Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22: Again, a follow-up call letting me know that my car wouldn't ready until later would have been helpful.

Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: No
Comment #23:

Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: Not Applicable
Comment #24: After my service, there is a horrible sound coming from my right wheel-well (when I turn the steering wheel to the right).

Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you?
Answer #25: Yes
Comment #25:

Question #26: If no, do you have any suggestions as to how we can improve?
Answer #26: Not Applicable
Comment #26:

Question #27: Was your MINI ready when promised?
Answer #27: No
Comment #27:

Question #28: If no, were you notified of the delay?
Answer #28: No
Comment #28:

Question #29: If needed, were you satisfied with the alternate transportation provided?
Answer #29: Not Applicable
Comment #29:

Question #30: Did all authorized repairs get done in this single visit?
Answer #30: No
Comment #30:

Question #31: If no, please describe which items are still in need of repair?
Answer #31: Not Applicable
Comment #31: I am still asking that MINI repair the car seat covers. The Service Advisor was told they would not, even though this has been an on-going issue since I received the vehicle and therefore not just "wear and tear."

Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI?
Answer #32: No
Comment #32:

Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like?
Answer #33: Not Applicable
Comment #33: I was told by MINI USA (corp.) that a Mr./Ms. [REDACTED] (Service Manager?) would be contacting me to discuss the issue with my car seat covers. I have not heard directly from this person--only this email.

Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs?
Answer #34: No
Comment #34:

Customer Service Request Detail # S00926800065

Customer

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

Service Request

Service Request #:	S00926800065
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	9/25/09 06:16AM
Created By:	VitalInsight, fm
Rep Assigned:	Gammon, Jason
Date Assigned:	9/28/09 09:00AM
Assigned Dealer:	
Identified Dealer:	Ralph Schomp MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	10/1/09 12:14PM
Close Rep:	Gammon, Jason
Issue Note:	VIG Service Corporate Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	05/28/05 12:00 AM
In Service Date:	05/28/05 12:00 AM
Production Date:	04/04/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
contact attempts satisfied

Attachments

File Name	Comments

Customer Service Request Detail # S00926800065

Activity Status:	Done	Activity Updated:	9/25/09 06:16AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	9/25/09 06:16AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 9/25/09 06:16AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Englewood
State: CO
VIN: WMWRC33595T [REDACTED]
Make: MINI
Model: MINI Cooper
Dealer Code: 05042
Dealer Location Id: 02
Dealer Name: Ralph Schomp MINI
Survey Type: Service
Group ID:
CSI: 100.0
Threshold: 99
Survey Received Date: 9/24/2009 2:35:56 PM
Survey Sent Date: 9/24/2009 11:05:11 AM
Survey Method: EM
Answer ID: 86858
Overall Sat: P
Recommendation: P
Issue Assigned Date:
Issue Closed Date:
Customer Comments: I have a chronic problem with my center "emblem" on the steering wheel raising up. The center hub/airbag has been replaced now 5 times. Justin at Ralph Schomp has always been terrific. My mini is newly out of warranty and he did the work as "customer goodwill"....they've always treated me like a customer would LOVE to be treated. I just n the problem doesn't re-occur!....THANKS TO TO RALPH SCHOMP MINI!!!! [REDACTED]

Staff Comments:
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 4010475
Repair Order Date: 9/21/2009 12:00:00 AM
Repair Order Mileage: 43846
Repair Order Description: REMO/INSTA/RPL AIRBAG UNIT SRS
Advisor Name: DEVIN M SCOTT
Advisor Number: 912
Technician Name: RICKARD, STEVEN W.
Technician Number: 442
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 100
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in ...

Customer Service Request Detail # S00926800065

... for service?
Answer #4: No
Comment #4:
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Yes
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
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Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Yes
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Yes
Comment #21:
Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:
Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: Yes
Comment #23:
Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: ...

...

Customer Service Request Detail # S00926800065

<p>... Not Applicable Comment #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Not Applicable Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: Yes Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</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%;">9/25/09 04:27PM</td> </tr> <tr> <td>Activity Type:</td> <td>Email - Inbound</td> <td>Activity Updated By:</td> <td>Talarico, Sal</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Talarico, Sal</td> <td>Emal From:</td> <td style="background-color: black; color: black;">[REDACTED]</td> </tr> <tr> <td>Activity Created:</td> <td>9/25/09 12:01PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Administrator, Siebel</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">Re: Response to Your Request for MINI Contact.</td> </tr> </table>		Activity Status:	Done	Activity Updated:	9/25/09 04:27PM	Activity Type:	Email - Inbound	Activity Updated By:	Talarico, Sal	Activity Assigned To:	Talarico, Sal	Emal From:	[REDACTED]	Activity Created:	9/25/09 12:01PM	Email To:		Activity Created By:	Administrator, Siebel			Activity Description:	Re: Response to Your Request for MINI Contact.		
Activity Status:	Done	Activity Updated:	9/25/09 04:27PM																						
Activity Type:	Email - Inbound	Activity Updated By:	Talarico, Sal																						
Activity Assigned To:	Talarico, Sal	Emal From:	[REDACTED]																						
Activity Created:	9/25/09 12:01PM	Email To:																							
Activity Created By:	Administrator, Siebel																								
Activity Description:	Re: Response to Your Request for MINI Contact.																								
<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Note Created:</td> <td style="width: 33%;">Note Created By:</td> <td style="width: 33%;">Note Type:</td> </tr> </table>		Note Created:	Note Created By:	Note Type:																					
Note Created:	Note Created By:	Note Type:																							

Customer Service Request Detail # S00926800065

		<p>Greetings.....The question I have is not regarding the service i had at Ralph Schomp....they are TERRIFIC and always address my needs. The question I do have is a question regarding the chronic issue i have with the item that was repaired on my last visit at Ralph Schomp. The MINI emblem in the center of my steering wheel has "popped-up" on the right side 5 times now. The emblem/airbag assembly has been replaced every time, at no cost to me. The first four times covered by warranty, and this last time Ralph Schomp covered it as a "one-time-goodwill repair".....My question is.....if it should happen again, which according to my past experience...as the last repair only lasted 5 months, will MINI take care of the repair?...Undoubtedly, there is a "cause" that allows this emblem to keep lifting up and, therefore, needing to be replaced. I'm sure this isn't an inexpensive repair, and if, or when..it should happen again, I would like to know if this is something MINI is going to stand behind. Ralph Schomp has ALWAYS taken such good care of me, however, I do not feel it is their responsibility to absorb the cost of another repair, if it happens again. Any feedback you could give me would be greatly appreciated. Please feel free to reply back to this email or give me a buzz. I'm a little hard to reach because I'm a Flight Attendant and always "up in the air" [REDACTED] much for your kind attention. Have a terrific day. phillip abel, Englewood, Co [REDACTED]</p>	
Activity Status:	Done	Activity Updated:	9/29/09 11:23AM
Activity Type	Initial Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	MINI.Assistance@askMINIUSA.COM
Activity Created:	9/29/09 11:21AM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	2005 MINI Cooper Service Survey [1-1219773314]		
Note Created:	Note Created By:	Note Type:	
		<p>Hi [REDACTED]</p> <p>Thank you for taking the time to participate in a recent service survey regarding your 2005 MINI Cooper. I appreciate your feedback.</p> <p>If you are having an issue, please feel free to reply to this e-mail. I will be happy to lend a hand.</p> <p>We are here to work with you and your MINI dealer, so please do not hesitate to call us with any questions, complaints, or concerns. 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.</p> <p>LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464)</p>	
Activity Status:	Done	Activity Updated:	10/1/09 12:14PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	10/1/09 12:14PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	720-253-5122, vm		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # S00926800225

Customer

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

Service Request

Service Request #:	S00926800225
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	9/25/09 06:19AM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	9/25/09 06:19AM
Assigned Dealer:	
Identified Dealer:	Prestige MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	9/25/09 06:19AM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	04/19/05 12:00 AM
In Service Date:	04/19/05 12:00 AM
Production Date:	04/01/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00926800225

Activity Status:	Done	Activity Updated:	9/25/09 06:19AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	9/25/09 06:19AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 9/25/09 06:19AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Beacon
State: NY
VIN: WMWRE33565T [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 25523
Dealer Location Id: 01
Dealer Name: Prestige MINI
Survey Type: Service
Group ID:
CSI: 76.7
Threshold: 99
Survey Received Date: 9/24/2009 8:48:56 AM
Survey Sent Date: 9/19/2009 7:25:05 AM
Survey Method: EM
Answer ID: 86685
Overall Sat: P
Recommendation: N
Issue Assigned Date: 9/24/2009 8:48:56 AM
Issue Closed Date:
Customer Comments:
Staff Comments:
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 55855
Repair Order Date: 9/17/2009 12:00:00 AM
Repair Order Mileage: 43795
Repair Order Description: PEELING STR WHEEL/TRUNKRELEASEHAND|40K
SERVICE|REPLACE FRONT INSERT|REPLACE REAR
INSERT|WHEELS|TYRES|MAINTENANCE|BODY
Advisor Name: MATTHEW JOSEPH HALLIWELL
Advisor Number: 180
Technician Name: JONATHAN R SHIELDS
Technician Number: 205
Question #1: Overall, were you happy with your service experience at {client_name} (5
being the highest)?
Answer #1: 25
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 5 days
Question #5: Was the dedicated MINI Service area/drive easy ...

[REDACTED]

Customer Service Request Detail # S00926800225

<p>... to find? Answer #5: Yes Comment #5: Question #6: Did you know where to go when you got there? Answer #6: Yes Comment #6: Question #7: If no, do you have any suggestions as to how we can improve? Answer #7: Not Applicable Comment #7: Question #8: Did the staff at {client_name} make you feel welcome when you first arrived? Answer #8: Yes Comment #8: Question #9: If no, do you have any suggestions as to how we can improve? Answer #9: Not Applicable Comment #9: Question #10: Were you happy with your Service Advisor's handling of your service experience? Answer #10: Not Applicable Comment #10: Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below: Answer #11: Not Applicable Comment #11: Question #12: Understanding of your service needs: Answer #12: Yes Comment #12: Question #13: Level of courtesy, honesty and respect: Answer #13: Yes Comment #13: Question #14: Explanation of the charges and work performed: Answer #14: No Comment #14: Question #15: Consideration of your time: Answer #15: Yes Comment #15: Question #16: Knowledge and expertise: Answer #16: Yes Comment #16: Question #17: Fulfillment of commitments made to you: Answer #17: No Comment #17: Question #18: Do you have any suggestions as to how your Service Advisor can improve? Answer #18: Not Applicable Comment #18: See below. Question #19: Do you feel that {client_name} valued your business? Answer #19: Not Applicable Comment #19: Question #20: If no, do you have any suggestions as to how we can improve? Answer #20: Not Applicable Comment #20: Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back? Answer #21: No Comment #21: Question #22: If no, do you have any suggestions as to how we can improve? Answer #22: Not Applicable Comment #22: See below. Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: Yes Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: Question #25: Was your MINT's cleanliness and appearance to your satisfaction when returned ...</p>	<p>...</p>
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Customer Service Request Detail # S00926800225

<p>... to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Not Applicable Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: No Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Steering wheel airbag not available even though it was on repair list and there was more than ample time to get it. And it fails persistently, so replacing it is a routine part of getting it serviced. That means wasting hours of additional time, or going without. Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: No Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Have the advisor who handles the incoming customer be the one to review the work at payment time. I did not. The second advisor was unfamiliar with details of the servicing. I felt obliged to go through the work order line by line. No one else was going to. Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Not Applicable Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00928200302

Customer

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

Service Request

Service Request #:	S00928200302
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/9/09 06:29AM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/9/09 06:29AM
Assigned Dealer:	
Identified Dealer:	Rasmussen MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	VIG Service Corporate Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	01/29/05 12:00 AM
In Service Date:	01/29/05 12:00 AM
Production Date:	12/06/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	RECALL NUMBER	AI01	RECALL NUMBER
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0000	GENERAL

Solution Notes

Solution
Email was sent to customer thanking them for completing the recent survey and requesting them to reply identifying any outstanding issues and provide a phone number. The email also provided our 800 number. SR Closed no further contact from customer.

Attachments

File Name	Comments

Customer Service Request Detail # S00928200302

Activity Status:	Done	Activity Updated:	10/9/09 06:29AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/9/09 06:29AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 10/9/09 06:29AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Portland
State: OR
VIN: WMWRC33405T [REDACTED]
Make: MINI
Model: MINI Cooper
Dealer Code: 36074
Dealer Location Id: 01
Dealer Name: Rasmussen MINI
Survey Type: Service
Group ID:
CSI: 90.0
Threshold: 99
Survey Received Date: 10/8/2009 12:05:21 PM
Survey Sent Date: 9/19/2009 7:07:29 AM
Survey Method: EM
Answer ID: 91537
Overall Sat: P
Recommendation: P
Issue Assigned Date: 10/8/2009 12:05:20 PM
Issue Closed Date: 10/8/2009 4:19:41 PM
Customer Comments: Working with my service advisor was fine... no complaints. However, I am disappointed in a car that I thought would have been more reliable. My mini cooper is just short of 5 years, and I had to get an electric pump & a fan replaced b/c my steering was going out. Twice when I was driving the steering wheel became extremely stiff & hard to drive. I was told that this is a problem in 02' to 06' models, and that there was not enough to have a recall. I feel this is unsafe. What if my steering locks up again and I'm in a situation where I can't pull over or have to stop & swerve? Now my car is making a squeaking/beeping noise again. I had this checked out last spring, and nothing was resolved from the issue. In addition, I am hearing a ticking sound when my car idles.
I am frustrated with a car I feel is not that old. I don't know if I should sell it and get something more reliable or not... I enjoy my mini cooper, but doubt I will ever buy one or recommend one to someone in the future.
Staff Comments: 2009-10-08 16:19:41 Josh Wight
Issue Closed
Staff Comments: Customer has a complaint we cannot resolve.

Resolution Cost: 0
Customer Email: [REDACTED]
Repair Order Number: 276600
Repair Order Date: 9/17/2009 12:00:00 AM
Repair Order Mileage: 53388
Repair Order Description: Replacing fluid in ABS/ASC+T brake system|NOTE
Advisor Name: Josh Wight
Advisor Number: 5084
Technician Name: CLOSE, CHRISTIAN
Technician ...

Customer Service Request Detail # S00928200302

... Number: 5410
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 100
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: No
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3: I called & left a msg for my service advisor, I was never called back. I called again and was scheduled for an appointment 2 weeks out.
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 2 to 3 weeks
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Yes
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Not Applicable
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment ...

Customer Service Request Detail # S00928200302

<p>... #20: Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back? Answer #21: Yes Comment #21: Question #22: If no, do you have any suggestions as to how we can improve? Answer #22: Not Applicable Comment #22: Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: Not Applicable Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Yes Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: Yes Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00928500276

Customer

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

Service Request

Service Request #:	S00928500276
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/12/09 10:11AM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/12/09 10:11AM
Assigned Dealer:	
Identified Dealer:	MINI of Fairfield County
Date Resolved:	
Resolve Rep:	
Date Closed:	10/12/09 10:11AM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	06/16/05 12:00 AM
In Service Date:	06/16/05 12:00 AM
Production Date:	05/20/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	LIGHTS - GENERAL	6300	LIGHTS - GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm, Airba	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00928500276

Activity Status:	Done	Activity Updated:	10/12/09 10:11AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/12/09 10:11AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 10/12/09 10:11AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: New Fairfield
State: CT
VIN: WMWRE33575 [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 23200
Dealer Location Id: 03
Dealer Name: MINI of Fairfield County
Survey Type: Service
Group ID:
CSI: 50.0
Threshold: 99
Survey Received Date: 10/9/2009 8:12:26 AM
Survey Sent Date: 10/9/2009 7:06:11 AM
Survey Method: EM
Answer ID: 91740
Overall Sat: N
Recommendation: N
Issue Assigned Date: 10/9/2009 8:12:26 AM
Issue Closed Date: 10/9/2009 10:55:02 AM
Customer Comments:
Staff Comments: 2009- [REDACTED] w-up
Follow-up email sent to [REDACTED]

2009-10-09 10:55:02 Lambert Dibattista
Issue Closed
Staff Comments:

2009-10-09 10:55:02 [REDACTED]
Reply To Customer.& [REDACTED]
Mr. Calvin,
Thank you for your reply and feedback. I reviewed the Repair Order with the Service Advisor and being that your MINI's warranty has expired perhaps the Dealer you purchased your MINI from provided you with some type of warranty coverage. I hope this is the case and they can help you with the repair.
Best regards,
Frank Castros
Customer Service Manager
BMW of Darien / MINI of Fairfield County

Resolution Cost: [REDACTED]
Customer Email: [REDACTED]
Repair Order ...

[REDACTED]

Customer Service Request Detail # S00928500276

... Number: 8002738
Repair Order Date: 10/6/2009 12:00:00 AM
Repair Order Mileage: 0
Repair Order Description: MINI ELECTRICAL
Advisor Name: GEORGE J EVANCHO
Advisor Number: 883
Technician Name: LORENZO R NANIA
Technician Number: 880
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 0
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 2 to 3 weeks
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: No
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7: better signage for service customers about where to park.
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Not Applicable
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Not Applicable
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Not Applicable
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Not Applicable
Comment #14:
Question #15: Consideration of your time:
Answer #15: Not Applicable
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Not Applicable
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Not Applicable
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18: In June '09 I had the passenger seat bottom replaced due to airbag ...

Customer Service Request Detail # S00928500276

... light problems. The bill was over \$900 and it was fixed. The airbag light came back on in September '09 and now I am told that for another \$900 the air bag control module needs replacement. I know there have been TSB's put out on this problem and that Mini extended the warranty to 10 yrs or 150,000 miles. Your service advisor told me that nothing was covered under warranty and no service bulletins were put out for this problem. This is not an acceptable level of service in my opinion. If the warranty on the airbag problem has been extended to 150,000 miles then my Mini should be fixed under this extended warranty. End of story.

Question #19: Do you feel that {client_name} valued your business?
Answer #19: No
Comment #19:

Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:

Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Not Applicable
Comment #21:

Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:

Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: Not Applicable
Comment #23:

Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: Not Applicable
Comment #24:

Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you?
Answer #25: Not Applicable
Comment #25:

Question #26: If no, do you have any suggestions as to how we can improve?
Answer #26: Not Applicable
Comment #26:

Question #27: Was your MINI ready when promised?
Answer #27: Not Applicable
Comment #27:

Question #28: If no, were you notified of the delay?
Answer #28: Not Applicable
Comment #28:

Question #29: If needed, were you satisfied with the alternate transportation provided?
Answer #29: Not Applicable
Comment #29:

Question #30: Did all authorized repairs get done in this single visit?
Answer #30: Not Applicable
Comment #30:

Question #31: If no, please describe which items are still in need of repair?
Answer #31: Not Applicable
Comment #31:

Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI?
Answer #32: No
Comment #32:

Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like?
Answer #33: Not Applicable
Comment #33:

Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs?
Answer #34: No
Comment #34:

Customer Service Request Detail # S00929305716

Customer

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

Service Request

Service Request #:	S00929305716
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/20/09 06:31PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/20/09 06:31PM
Assigned Dealer:	
Identified Dealer:	Bill Jacobs MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	VIG Service Corporate Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	12/30/04 12:00 AM
In Service Date:	12/30/04 12:00 AM
Production Date:	12/01/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV29	SERVICE - PRODUCT ISSUE	ENGINE ELECTRICAL & COMPON	1200	ENGINE ELECTRICAL & COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	LIGHTS - GENERAL	6300	LIGHTS - GENERAL

Solution Notes

Solution
Email was sent to customer thanking them for completing the recent survey and requesting them to reply identifying any outstanding issues and provide a phone number. The email also provided our 800 number. SR Closed no further contact from customer.

Attachments

File Name	Comments

Customer Service Request Detail # S00929305716

Activity Status:	Done	Activity Updated:	10/20/09 06:31PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/20/09 06:31PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 10/20/09 06:31PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[Redacted]

Address:
City: Marion
State: IA
VIN: WMWRE334X [Redacted]
Make: MINI
Model: MINI Cooper S
Dealer Code: 26792
Dealer Location Id: 01
Dealer Name: Bill Jacobs MINI
Survey Type: Service
Group ID:
CSI: 87.5
Threshold: 99
Survey Received Date: 1/1/2009 12:38:52 PM
Survey Sent Date: 1/1/2009 6:46:02 AM
Survey Method: EM
Answer ID: 15428
Overall Sat: P
Recommendation: P
Issue Assigned Date: 1/1/2009 12:38:52 PM
Issue Closed Date:
Customer Comments: Once again it was a pleasure working with Mini service advisor, Chris DiBemardo. However, this is the third time I've had my Mini in to get the multi-function steering wheel switches fixed. The switches are intermittent. I lose all functionality and the lighting goes out. I am unaware of any systems being affected. During past visits, the switches were replaced and the slip ring was replaced. During my visit on 12/30/2008, the switches were working so nothing was replaced. The switches went out again on the way home - Marion Iowa. My Mini is now out of warranty although Chris assured me that Mini would still cover getting this issue resolved. I don't fault Bill Jacobs Mini service since there doesn't seem to be faults logged during these episodes. I do believe that a sharp electrical system engineer at Mini could identify the likely culprit.

[Redacted]

Star Comments:
Resolution Cost: 0
Customer Email: s [Redacted]
Repair Order Number:
Repair Order Date: 12/31/2008 12:00:00 AM
Repair Order Mileage: 31750
Repair Order Description: NO PROBLEM FOUND
Advisor Name: Chris DiBemardo
Advisor Number: 5187
Technician Name: TECH, SUBLET
Technician Number: 500
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer ...

Customer Service Request Detail # S00929305716

... #1: 75
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 2 days
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Yes
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Yes
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Not Applicable
Comment ...

Customer Service Request Detail # S00929305716

<p>... #21: Question #22: If no, do you have any suggestions as to how we can improve? Answer #22: Not Applicable Comment #22: Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: Not Applicable Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Not Applicable Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Yes Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: No Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Multi-function steering wheel controls are still intermittent Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00929307154

Customer

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

Service Request

Service Request #:	S00929307154
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/20/09 06:44PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/20/09 06:44PM
Assigned Dealer:	
Identified Dealer:	Northwest MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	10/20/09 06:44PM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	03/15/05 12:00 AM
In Service Date:	03/15/05 12:00 AM
Production Date:	02/11/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	FUEL INJECTION - SYSTEMS	1300	FUEL INJECTION - SYSTEMS
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE TIRE	3600	TIRES, WHEELS & SPARE TIRE

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00929307154

Activity Status:	Done	Activity Updated:	10/20/09 06:44PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/20/09 06:44PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 10/20/09 06:44PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Seattle
State: WA
VIN: WMWRE33545T [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 46038
Dealer Location Id: 02
Dealer Name: Northwest MINI
Survey Type: Service
Group ID:
CSI: 60.4
Threshold: 99
Survey Received Date: 1/30/2009 1:20:37 PM
Survey Sent Date: 1/28/2009 6:46:03 AM
Survey Method: EM
Answer ID: 21229
Overall Sat: N
Recommendation: N
Issue Assigned Date: 1/30/2009 1:20:37 PM
Issue Closed Date: 1/30/2009 2:09:40 PM
Customer Comments: Honestly, I'm done. I'll be selling the car soon enough and moving on and have been telling anyone who cares to listen that they should stay away. This car has been one pain after another.

- Wheels weren't correct on original order
- Clip in the bumper was broken from the factory
- Paint on rear bumper was scuffed from factory (was told to get it detailed on my dime)
- Clip on driver side rear roofline was broken from factory
- Fuel mixture fault under 1k miles, never given a clear reason why
- Passenger side window motor was defective
- Driver side window motor was defective
- Passenger side airbag sensor was defective
- Replacement passenger side airbag sensor was also defective
- Passenger side door airbag sensor was defective

And this is on a car that doesn't even have 15k miles on it. I'm terrified of what'll happen after it's out of warranty. I usually like to keep cars in the family and pass them down, but I won't be doing that this time around.

Staff Comments: 2009-01-30 14:09:40 TERRY SOUMIS
-- Issue Closed--
Staff Comments: have spoken with customer about picking vehicle up for additional repairs. All repairs took longer however customer was informed to expect 2 hr diag then repairs and was updated continuously throughout process even offered a ride or car due to knowing it would take a lengthy time. customer declined do to length of drive and head plenty of work here he could do. Again was updated constantly. We will be picking up vehicle for repairs when parts arrive. (note: original repair was in 05)
...

Customer Service Request Detail # S00929307154

<p>...</p> <p>-----</p> <p>2009-01-30 13:29:26 KYLE CANALIZO Issue assigned to:&nbsp;TERRY SOUMIS</p> <p>-----</p> <p>Resolution Cost: Customer Email: [REDACTED] Repair Order Number: 11941 Repair Order Date: 1/27/2009 12:00:00 AM Repair Order Mileage: 14888 Repair Order Description: MINI ANNUAL ENGINE OIL CHANGE COOLANT FLUSH Advisor Name: TERRY SOUMIS Advisor Number: 7 Technician Name: Technician Number: 60 Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)? Answer #1: 0 Comment #1: Question #2: Was it easy to schedule an appointment at this dealership? Answer #2: Yes Comment #2: Question #3: If no: Please tell us why. Answer #3: Not Applicable Comment #3: Question #4: How long did it take to get your MINI in for service? Answer #4: No Comment #4: 1 week Question #5: Was the dedicated MINI Service area/drive easy to find? Answer #5: Yes Comment #5: Question #6: Did you know where to go when you got there? Answer #6: Yes Comment #6: Question #7: If no, do you have any suggestions as to how we can improve? Answer #7: Not Applicable Comment #7: Question #8: Did the staff at {client_name} make you feel welcome when you first arrived? Answer #8: Yes Comment #8: Question #9: If no, do you have any suggestions as to how we can improve? Answer #9: Not Applicable Comment #9: Question #10: Were you happy with your Service Advisor's handling of your service experience? Answer #10: Not Applicable Comment #10: Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below: Answer #11: Not Applicable Comment #11: Question #12: Understanding of your service needs: Answer #12: Yes Comment #12: Question #13: Level of courtesy, honesty and respect: Answer #13: No Comment #13: Question #14: Explanation of the charges and work performed: Answer #14: Yes Comment #14: Question #15: Consideration of your time: Answer #15: No Comment ...</p>	<p>...</p>
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Customer Service Request Detail # S00929307154

<p>... #15: Question #16: Knowledge and expertise: Answer #16: Not Applicable Comment #16: Question #17: Fulfillment of commitments made to you: Answer #17: No Comment #17: Question #18: Do you have any suggestions as to how your Service Advisor can improve? Answer #18: Not Applicable Comment #18: I was quoted 2.5 hours, was sitting there for 5. And the issue I brought the car in for wasn't even fixed -- I need to take it in again to "fix" the passenger airbag sensor that I've already had replaced. I'm also stunned that I was told my rear tires need immediate replacement even though my car doesn't even have 15k miles on it. I have never had to replace tires this early on any car I've owned. Question #19: Do you feel that {client_name} valued your business? Answer #19: No Comment #19: Question #20: If no, do you have any suggestions as to how we can improve? Answer #20: Not Applicable Comment #20: Quote me the correct amount of time the repairs will take. This has happened EVERY TIME I've take the car in for repairs (which has been far too many times) -- it always ends up taking double to triple the amount of time, and seeing as the dealership is over 40 minutes away from me, I'm completely stranded there every time. This last time was a new record, and the Service Advisor couldn't even manage an apology. Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back? Answer #21: Yes Comment #21: Question #22: If no, do you have any suggestions as to how we can improve? Answer #22: Not Applicable Comment #22: Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: Not Applicable Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: No Comment #27: Question #28: If no, were you notified of the delay? Answer #28: No Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Not Applicable Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: No Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Passenger side airbag sensor under the seat and in the door need to be ordered and I'll have to throw away yet another day getting this resolved. Why not stock these parts? I've already had the under the seat sensor replaced once, and last time you guys had to special order it as well. Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer ...</p>	<p>...</p>
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Customer Service Request Detail # S00929307154

<p>... #32: No Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Actually, maybe it was as I had to wait 8 months for the original car to get to me. So if the MINI experience is promising a short delay and delivering a huge one, you guys nailed it. Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: No Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00929307388

Customer

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

Service Request

Service Request #:	S00929307388
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/20/09 06:46PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/20/09 06:46PM
Assigned Dealer:	
Identified Dealer:	Ferman MINI of Tampa Bay
Date Resolved:	
Resolve Rep:	
Date Closed:	10/20/09 06:46PM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Compliment Alert.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	05/09/05 12:00 AM
In Service Date:	05/09/05 12:00 AM
Production Date:	04/11/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV82	VITAL INSIGHT - SERVICE COMPLIMENT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00929307388

Activity Status:	Done	Activity Updated:	10/20/09 06:46PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/20/09 06:46PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Compliment Alert		

Note Created: 10/20/09 06:46PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: New Port Richey
State: FL
VIN: WMWRC33585T [REDACTED]
Make: MINI
Model: MINI Cooper
Dealer Code: 49134
Dealer Location Id: 01
Dealer Name: Ferman MINI of Tampa Bay
Survey Type: Service
Group ID:
CSI: 100.0
Threshold: 99
Survey Received Date: 1/20/2009 11:11:26 PM
Survey Sent Date: 1/20/2009 6:25:50 AM
Survey Method: EM
Answer ID: 19267
Overall Sat: P
Recommendation: P
Issue Assigned Date:
Issue Closed Date:
Customer Comments: My service adviser William was very determined to find the root of the problem of my passenger airbag. He kept in touch with me on a daily bases to let me know what was going on with the service.He knew my warranty would expire this year and wanted all the work to be done. William made me feel important. He is a valuable asset and an inspiratio ealership. You should be proud to have him on your staff. Sincerely, [REDACTED]
Staff Comments:
[REDACTED]

Repair Order Number: 887398
Repair Order Date: 1/19/2009 12:00:00 AM
Repair Order Mileage: 46244
Repair Order Description: AIR BAG / RESTRAINT
Advisor Name: WILLIAM F FRANCO
Advisor Number: 915373
Technician Name: VICTOR FIGUEROA
Technician Number: 301049
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 100
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in ...

Customer Service Request Detail # S00929307388

... for service?
Answer #4: No
Comment #4: 2 to 3 weeks
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Yes
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Yes
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Yes
Comment #21:
Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:
Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: Yes
Comment #23:
Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: ...

...

Customer Service Request Detail # S00929307388

<p>... Not Applicable Comment #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Yes Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: Yes Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00929604650

Customer

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

Service Request

Service Request #:	S00929604650
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/23/09 06:12PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/23/09 06:12PM
Assigned Dealer:	
Identified Dealer:	MINI of Escondido
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	VIG Service Corporate Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	09/24/05 12:00 AM
In Service Date:	09/24/05 12:00 AM
Production Date:	07/27/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm, Airba	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	Electric Drives & Devices	6700	Electric Drives & Devices

Solution Notes

Solution
Email was sent to customer thanking them for completing the recent survey and requesting them to reply identifying any outstanding issues and provide a phone number. The email also provided our 800 number. SR Closed no further contact from customer.

Attachments

File Name	Comments

Customer Service Request Detail # S00929604650

Activity Status:	Done	Activity Updated:	10/23/09 06:12PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/23/09 06:12PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 10/23/09 06:12PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: San Diego
State: CA
VIN: WMWRE335X5T [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 16483
Dealer Location Id: 01
Dealer Name: Brecht MINI
Survey Type: Service
Group ID:
CSI: 33.3
Threshold: 99
Survey Received Date: 3/7/2009 9:04:58 PM
Survey Sent Date: 3/5/2009 7:45:04 AM
Survey Method: EM
Answer ID: 28412
Overall Sat: N
Recommendation: N
Issue Assigned Date: 3/7/2009 9:04:58 PM
Issue Closed Date: 3/9/2009 1:27:54 PM
Customer Comments: Last visit also determined the key was bad and they ordered a replacement was ordered when i came in to get the new key no-one told me to bring in the old key. So since I live so far away I asked if I could mail it in. He got approval and my wife mailed it the next day... after a couple days we kept getting phone calls asking where the key was, which they were told it was mailed. After practically being called a liar I told them, again, how and when it was mailed. NOT good customer service calling a customer a liar!
Staff Comments: 2009-03-09 13:27:54 James Baumer
-- Issue Closed--
Staff Comments: no resolution possible

Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 71749
Repair Order Date: 2/27/2009 12:00:00 AM
Repair Order Mileage: 28955
Repair Order Description: |||
Advisor Name: BRIAN SANFORD
Advisor Number: 222
Technician Name: ESCOBAR, RENE
Technician Number: 118
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 0
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment ...

Customer Service Request Detail # S00929604650

... #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 1 week
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: No
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9: did not like the service advisor on the last visit and was told its practically impossible to change when i arrived.
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: No
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: No
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: No
Comment #14:
Question #15: Consideration of your time:
Answer #15: No
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: No
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: No
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18: i asked several times how long it would take and was told that he'd find out and please wait in the lounge after about 4 hours i saw my MINI drive by to the front and had to tell them i think it was done.... later (around 10 days) i found out that the work had not been completed and that a part had been ordered and that i needed to come back AGAIN!
Question #19: Do you feel that {client_name} valued your business?
Answer #19: No
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20: I think since there are not any other MINI dealers that i can choose from they don't care.
Question #21: Were you satisfied with the time it took to pay for your service and get your
...

Customer Service Request Detail # S00929604650

<p>... MINI back? Answer #21: Not Applicable Comment #21: Question #22: If no, do you have any suggestions as to how we can improve? Answer #22: Not Applicable Comment #22: Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: No Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: have had several ongoing issues that have yet to be resolved... drivers seat loose, something with the computer, and the passenger airbag lights. Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: No Comment #27: Question #28: If no, were you notified of the delay? Answer #28: No Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Not Applicable Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: No Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: drivers seat, airbag lights, car computer (something causing intermittent problems... was told last time it was the battery) Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: No Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: No Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00929605566

Customer

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

Service Request

Service Request #:	S00929605566
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/23/09 06:19PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/23/09 06:19PM
Assigned Dealer:	
Identified Dealer:	MINI of Mountain View
Date Resolved:	
Resolve Rep:	
Date Closed:	10/23/09 06:19PM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	06/18/05 12:00 AM
In Service Date:	06/18/05 12:00 AM
Production Date:	04/28/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm, Airba	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00929605566

Activity Status:	Done	Activity Updated:	10/23/09 06:19PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/23/09 06:19PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 10/23/09 06:19PM Note Created By: VitalInsight, fm Note Type: Customer Interaction

Name: [REDACTED]
[REDACTED]
[REDACTED]
San Jose
State: CA
VIN: WMWRE3357 [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 21618
Dealer Location Id: 01
Dealer Name: MINI of Mountain View
Survey Type: Service
Group ID:
CSI: 90.9
Threshold: 99
Survey Received Date: 3/3/2009 5:30:01 PM
Survey Sent Date: 3/3/2009 7:06:14 AM
Survey Method: EM
Answer ID: 27632
Overall Sat: P
Recommendation: P
Issue Assigned Date: 3/3/2009 5:30:01 PM
Issue Closed Date: 3/5/2009 8:00:04 PM
Customer Comments: Chris was great. He was courteous and responsive to inquiries. The experience was great except the airbag light being on when I picked up the car.
Staff Comments: 2009-03-05 20:00:04 Randy Sorrentino
-- Issue Closed --
Staff Comments: Customer has returned vehicle into service to have srs system inspected. Found fault with mat sensor. Repairs are being completed under warranty.

2009-03-03 18:18:01 Randy Sorrentino
Email Forwarded: Chris Chao
Staff Comments: Chris have we already received this vehicle back to have the air bag light inspected. If not please reach out to her and offer to have it resolved. Thanks

Resolution Cost:
Customer Email: [REDACTED]
Repair Order Num:
Repair Order Date: 2/28/2009 12:00:00 AM
Repair Order Mileage: 32649
Repair Order Description: ENGINE MINOR|.|PERFORM COURTESY INSPECTION|TRANSPORTATION
Advisor Name: CHRISTOPHER AN CHUNG CHAO
Advisor Number: 7291
Technician Name: TALINGDAN, LUVER
Technician Number: 7364
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 75
Comment ...

Customer Service Request Detail # S00929605566

<p>... #1: Question #2: Was it easy to schedule an appointment at this dealership? Answer #2: Yes Comment #2: Question #3: If no: Please tell us why. Answer #3: Not Applicable Comment #3: Question #4: How long did it take to get your MINI in for service? Answer #4: No Comment #4: 2 days Question #5: Was the dedicated MINI Service area/drive easy to find? Answer #5: Yes Comment #5: Question #6: Did you know where to go when you got there? Answer #6: Yes Comment #6: Question #7: If no, do you have any suggestions as to how we can improve? Answer #7: Not Applicable Comment #7: Question #8: Did the staff at {client_name} make you feel welcome when you first arrived? Answer #8: Yes Comment #8: Question #9: If no, do you have any suggestions as to how we can improve? Answer #9: Not Applicable Comment #9: Question #10: Were you happy with your Service Advisor's handling of your service experience? Answer #10: Not Applicable Comment #10: Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below: Answer #11: Not Applicable Comment #11: Question #12: Understanding of your service needs: Answer #12: Yes Comment #12: Question #13: Level of courtesy, honesty and respect: Answer #13: Yes Comment #13: Question #14: Explanation of the charges and work performed: Answer #14: Yes Comment #14: Question #15: Consideration of your time: Answer #15: Yes Comment #15: Question #16: Knowledge and expertise: Answer #16: Yes Comment #16: Question #17: Fulfillment of commitments made to you: Answer #17: Yes Comment #17: Question #18: Do you have any suggestions as to how your Service Advisor can improve? Answer #18: Not Applicable Comment #18: Question #19: Do you feel that {client_name} valued your business? Answer #19: Yes Comment #19: Question #20: If no, do you have any suggestions as to how we can improve? Answer #20: Not Applicable Comment #20: Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back? Answer #21: Yes Comment #21: Question #22: If no, do you have any suggestions as to how we ...</p>	<p>...</p>
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Customer Service Request Detail # S00929605566

<p>... can improve? Answer #22: Not Applicable Comment #22: Question #23: Were you happy with the quality of work performed on your MINI? Answer #23: No Comment #23: Question #24: If no, do you have any suggestions as to how we can improve? Answer #24: Not Applicable Comment #24: They resolved the primary issue (cluth/flywheel). However when I picked up the car, the airbag light was on which wasn't an issue that existed prior to dropping the bug off for service. Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Yes Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Yes Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: Yes Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00930107448

Customer

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

Service Request

Service Request #:	S00930107448
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/28/09 06:29PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/28/09 06:29PM
Assigned Dealer:	
Identified Dealer:	MINI North Scottsdale
Date Resolved:	
Resolve Rep:	
Date Closed:	10/28/09 06:29PM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Compliment Alert.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	06/06/05 12:00 AM
In Service Date:	06/06/05 12:00 AM
Production Date:	04/30/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV82	VITAL INSIGHT - SERVICE COMPLIMENT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	ENGINE - INTERNAL & EXTERNA	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00930107448

Activity Status:	Done	Activity Updated:	10/28/09 06:29PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/28/09 06:29PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Compliment Alert		

Note Created: 10/28/09 06:29PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Chandler
State: AZ
VIN: WMWRE33555 [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 20741
Dealer Location Id: 02
Dealer Name: MINI North Scottsdale
Survey Type: Service
Group ID:
CSI: 100.0
Threshold: 99
Survey Received Date: 5/4/2009 1:15:44 PM
Survey Sent Date: 5/2/2009 7:07:11 AM
Survey Method: EM
Answer ID: 42135
Overall Sat: P
Recommendation: P
Issue Assigned Date:
Issue Closed Date:
Customer Comments: In general I love my MINI. However, due to some of the issues I am reconsidering if I should get another when I replace this one. My current MINI is just about 4 years old and I have had to replace 2 water pumps, a thermostat, a power steering fan, and a slave cylinder. This seems excessive for a car that has under 60,000 miles on it.
Staff Comments: 2009-05-16 14:44:31 Jonathan Vanderwarf
Staff Comments: reviewed
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 371168
Repair Order Date: 4/30/2009 12:00:00 AM
Repair Order Mileage: 58278
Repair Order Description: ENGINE MISC|ENGINE MISC
Advisor Name: JUSTIN GRAY
Advisor Number: 2553
Technician Name: JAMES SHOEMAKER
Technician Number: 1273
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 100
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: Yes
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your MINI in for service?
Answer ...

Customer Service Request Detail # S00930107448

... #4: No
Comment #4: Next day
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: Yes
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9:
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Yes
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Yes
Comment #21:
Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:
Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: Yes
Comment #23:
Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: Not Applicable
Comment ...

Customer Service Request Detail # S00930107448

<p>... #24: Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you? Answer #25: Yes Comment #25: Question #26: If no, do you have any suggestions as to how we can improve? Answer #26: Not Applicable Comment #26: Question #27: Was your MINI ready when promised? Answer #27: Yes Comment #27: Question #28: If no, were you notified of the delay? Answer #28: Not Applicable Comment #28: Question #29: If needed, were you satisfied with the alternate transportation provided? Answer #29: Yes Comment #29: Question #30: Did all authorized repairs get done in this single visit? Answer #30: Yes Comment #30: Question #31: If no, please describe which items are still in need of repair? Answer #31: Not Applicable Comment #31: Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI? Answer #32: Yes Comment #32: Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like? Answer #33: Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S00930108633

Customer

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

Service Request

Service Request #:	S00930108633
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	10/28/09 06:43PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/28/09 06:43PM
Assigned Dealer:	
Identified Dealer:	MINI of Baltimore County
Date Resolved:	
Resolve Rep:	
Date Closed:	10/28/09 06:43PM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	08/30/04 12:00 AM
In Service Date:	08/30/04 12:00 AM
Production Date:	07/20/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00930108633

Activity Status:	Done	Activity Updated:	10/28/09 06:43PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/28/09 06:43PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 10/28/09 06:43PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Towson
State: MD
VIN: WMWRE33465T [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 22817
Dealer Location Id: 01
Dealer Name: MINI of Towson
Survey Type: Service
Group ID:
CSI: 66.7
Threshold: 99
Survey Received Date: 5/26/2009 4:09:43 PM
Survey Sent Date: 5/22/2009 7:07:33 PM
Survey Method: EM
Answer ID: 48334
Overall Sat: P
Recommendation: P
Issue Assigned Date: 5/26/2009 4:09:43 PM
Issue Closed Date: 6/1/2009 3:14:40 PM
Customer Comments: Rose Mckinney is a very valuable service advisor. She provided me with excellent care.
Staff Comments: 2009-06-02 23:08:33 Customer Follow-up
Concerns Addressed or Resolved: No
Customer Comments: I have not been contacted, nor do i believe they would be able to correct anything that was done.

Thank you,
[REDACTED]

2009-06-02 10:10:42 C
Follow-up email sent to [REDACTED]

2009-06-01 15:14:40 Jack Saneman
Issue Closed
Staff Comments: APOLIGIZED TO CUSTOMER

Resolution Cost: 0
Customer Email: [REDACTED]
Repair Order Number: 175420
Repair Order Date: 5/18/2009 12:00:00 AM
Repair Order ...

Customer Service Request Detail # S00930108633

... Mileage: 73755
Repair Order Description: LOANER CAR MINI|OIL & FILTER CHANGE - SERVICE LIGHT IS NOT RESET|BRAKE FLUSH|COOLANT FLUSH|Engine|Brakes
Advisor Name: ROSE MCKINNEY
Advisor Number: 855
Technician Name: OSTER, KEITH
Technician Number: 387
Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)?
Answer #1: 75
Comment #1:
Question #2: Was it easy to schedule an appointment at this dealership?
Answer #2: No
Comment #2:
Question #3: If no: Please tell us why.
Answer #3: Not Applicable
Comment #3: The response time from Skip (did not catch his last name) was an entire day, which I felt was unreasonable considering Dwayne Warlaw and Rose McKinney have always take the best care of me. Not to mention, he passed me off onto Rose McKinney without even acknowledging me at the drop off.
Question #4: How long did it take to get your MINI in for service?
Answer #4: No
Comment #4: 4 days
Question #5: Was the dedicated MINI Service area/drive easy to find?
Answer #5: Yes
Comment #5:
Question #6: Did you know where to go when you got there?
Answer #6: Yes
Comment #6:
Question #7: If no, do you have any suggestions as to how we can improve?
Answer #7: Not Applicable
Comment #7:
Question #8: Did the staff at {client_name} make you feel welcome when you first arrived?
Answer #8: No
Comment #8:
Question #9: If no, do you have any suggestions as to how we can improve?
Answer #9: Not Applicable
Comment #9: There was a very long line of mini's and not one person came to my car to explain what the hold was, how much longer, or to apologize for any inconvenience.
Question #10: Were you happy with your Service Advisor's handling of your service experience?
Answer #10: Not Applicable
Comment #10:
Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below:
Answer #11: Not Applicable
Comment #11:
Question #12: Understanding of your service needs:
Answer #12: Yes
Comment #12:
Question #13: Level of courtesy, honesty and respect:
Answer #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment ...

Customer Service Request Detail # S00930108633

... #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: No
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20: I strongly feel the costs to repair were unfair considering after I called around I discovered I can get the same service, for more then half the cost at another local car repair shop.
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Yes
Comment #21:
Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:
Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: No
Comment #23:
Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: Not Applicable
Comment #24: I still feel a pull in my steering wheel, they never re-set my oil change maintenance counter, and my maintenance lights stay on for about a second longer then usual when i start my engine.
Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you?
Answer #25: Yes
Comment #25:
Question #26: If no, do you have any suggestions as to how we can improve?
Answer #26: Not Applicable
Comment #26:
Question #27: Was your MINI ready when promised?
Answer #27: Yes
Comment #27:
Question #28: If no, were you notified of the delay?
Answer #28: Not Applicable
Comment #28:
Question #29: If needed, were you satisfied with the alternate transportation provided?
Answer #29: Yes
Comment #29:
Question #30: Did all authorized repairs get done in this single visit?
Answer #30: Yes
Comment #30:
Question #31: If no, please describe which items are still in need of repair?
Answer #31: Not Applicable
Comment #31:
Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI?
Answer #32: Yes
Comment #32:
Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like?
Answer #33: Not Applicable
Comment #33:
Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs?
Answer #34: Yes
Comment #34:

Customer Service Request Detail # S00930113367

Customer

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

Service Request

Service Request #:	S00930113367
Brand:	MINI
Type:	Vital Insight
Current Status:	Open
Date Opened:	10/28/09 07:34PM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	10/28/09 07:34PM
Assigned Dealer:	
Identified Dealer:	Brian Harris MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	
Close Rep:	
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	02/26/05 12:00 AM
In Service Date:	02/26/05 12:00 AM
Production Date:	02/01/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	ENGINE - INTERNAL & EXTERNA	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	ENGINE ELECTRICAL & COMPON	1200	ENGINE ELECTRICAL & COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	RECALL NUMBER	A101	RECALL NUMBER

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S00930113367

Activity Status:	Open	Activity Updated:	10/28/09 07:34PM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	10/28/09 07:34PM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 10/28/09 07:34PM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Baton Rouge
State: LA
VIN: WMWRE33465T [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 76504
Dealer Location Id: 01
Dealer Name: Brian Harris MINI
Survey Type: Service
Group ID:
CSI: 81.8
Threshold: 99
Survey Received Date: 5/17/2009 12:30:05 PM
Survey Sent Date: 5/11/2009 6:05:02 PM
Survey Method: EM
Answer ID: 46160
Overall Sat: P
Recommendation: P
Issue Assigned Date: 5/17/2009 12:30:06 PM
Issue Closed Date: 5/18/2009 9:38:16 AM
Customer Comments: Was very disappointed that my water pump went out in such a short period, apparently due to a know weakness in a thermostat gasket that (in my view) should have been caught during normally service, or via recall, while the vehicle was under warranty. I have not experienced such a short service life on the pumps of any my previous vehicles. I did not expect this from a manufacturer whose claim to fame is superior engineering.

And a few days after getting the mini back, the air conditioning went out due to another problem that should have been caught (gas line leak). At least, it was fixed under warranty.

I realize that the above were probably not dealership problems, but bring them up in the hope that you will let BMW know they have failed to live up to their hype in my eyes. I hope I am not going to have a similar experience with some other mini component, like the supercharger.

Staff Comments: 2009-05-19 14:15:50 Customer Follow-up
Concerns Addressed or Resolved: Yes
Customer Comments:

2009-05-19 10:11:24 C [REDACTED]
Follow-up email sent to [REDACTED]

2009-05-18 09:38:16 Doug Jensen
Issue Closed
Staff ...

Customer Service Request Detail # S00930113367

<p>... Comments:&nbsp;nbsp;</p> <p>-----</p> <p>2009-05-18 09:38:16 Reply To Customer: [REDACTED] Hello my name is Jeremy Kenner / ASM for Service at your Brian Harris BMW and MINI store and your latest survey concerned us. Please feel free to contact myself @ 225-754-1260.</p> <p>-----</p> <p>Resolution Cost: Customer Email: [REDACTED] Repair Order Number: 6050760 Repair Order Date: 5/6/2009 12:00:00 AM Repair Order Mileage: 0 Repair Order Description: ENGINE CONCERN RECOMMENDED MINI GENERAL MAINTENANCE Advisor Name: Scott Spencer Advisor Number: SS Technician Name: Technician Number: 283 Question #1: Overall, were you happy with your service experience at {client_name} (5 being the highest)? Answer #1: 75 Comment #1: Question #2: Was it easy to schedule an appointment at this dealership? Answer #2: No Comment #2: Question #3: If no: Please tell us why. Answer #3: Not Applicable Comment #3: Easy to get service manager and schedule, but cooper service was back-logged about 2 weeks. Question #4: How long did it take to get your MINI in for service? Answer #4: No Comment #4: 11 to 13 days Question #5: Was the dedicated MINI Service area/drive easy to find? Answer #5: Yes Comment #5: Question #6: Did you know where to go when you got there? Answer #6: No Comment #6: Question #7: If no, do you have any suggestions as to how we can improve? Answer #7: Not Applicable Comment #7: Mini service separation was changed from last time I was in so went to wrong side (BMW). Question #8: Did the staff at {client_name} make you feel welcome when you first arrived? Answer #8: Yes Comment #8: Question #9: If no, do you have any suggestions as to how we can improve? Answer #9: Not Applicable Comment #9: Question #10: Were you happy with your Service Advisor's handling of your service experience? Answer #10: Not Applicable Comment #10: Question #11: If no, Please let us know your satisfaction with the following Advisor service aspects listed below: Answer #11: Not Applicable Comment #11: Question #12: Understanding of your service needs: Answer #12: Yes Comment #12: Question #13: Level of courtesy, honesty and respect: Answer ...</p>	<p>...</p>
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Customer Service Request Detail # S00930113367

... #13: Yes
Comment #13:
Question #14: Explanation of the charges and work performed:
Answer #14: Yes
Comment #14:
Question #15: Consideration of your time:
Answer #15: Yes
Comment #15:
Question #16: Knowledge and expertise:
Answer #16: Yes
Comment #16:
Question #17: Fulfillment of commitments made to you:
Answer #17: Yes
Comment #17:
Question #18: Do you have any suggestions as to how your Service Advisor can improve?
Answer #18: Not Applicable
Comment #18:
Question #19: Do you feel that {client_name} valued your business?
Answer #19: Yes
Comment #19:
Question #20: If no, do you have any suggestions as to how we can improve?
Answer #20: Not Applicable
Comment #20:
Question #21: Were you satisfied with the time it took to pay for your service and get your MINI back?
Answer #21: Yes
Comment #21:
Question #22: If no, do you have any suggestions as to how we can improve?
Answer #22: Not Applicable
Comment #22:
Question #23: Were you happy with the quality of work performed on your MINI?
Answer #23: Not Applicable
Comment #23:
Question #24: If no, do you have any suggestions as to how we can improve?
Answer #24: Not Applicable
Comment #24:
Question #25: Was your MINI's cleanliness and appearance to your satisfaction when returned to you?
Answer #25: Yes
Comment #25:
Question #26: If no, do you have any suggestions as to how we can improve?
Answer #26: Not Applicable
Comment #26:
Question #27: Was your MINI ready when promised?
Answer #27: Yes
Comment #27:
Question #28: If no, were you notified of the delay?
Answer #28: Not Applicable
Comment #28:
Question #29: If needed, were you satisfied with the alternate transportation provided?
Answer #29: Yes
Comment #29:
Question #30: Did all authorized repairs get done in this single visit?
Answer #30: Yes
Comment #30:
Question #31: If no, please describe which items are still in need of repair?
Answer #31: Not Applicable
Comment #31:
Question #32: Overall, was your experience as distinct and unique as you were expecting from MINI?
Answer #32: Not Applicable
Comment #32:
Question #33: If no, do you have any suggestions as to how we can make future visits more MINI like?
Answer #33: ...

Customer Service Request Detail # S00930113367

<p>... Not Applicable Comment #33: Question #34: Overall, would you recommend {client_name} to a family member or close friend for their future service needs? Answer #34: Yes Comment #34:</p>	<p>...</p>
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Customer Service Request Detail # S01002500663

Customer

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

Service Request

Service Request #:	S01002500663
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	1/25/10 06:30AM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	1/25/10 06:30AM
Assigned Dealer:	
Identified Dealer:	Orlando MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	1/25/10 06:30AM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper
Mileage:	
Sale:	12/22/04 12:00 AM
In Service Date:	12/22/04 12:00 AM
Production Date:	11/26/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	COOLING SYSTEM COMPONENT	1700	COOLING SYSTEM COMPONENTS

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S01002500663

Activity Status:	Done	Activity Updated:	1/25/10 06:30AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	1/25/10 06:30AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 1/25/10 06:30AM Note Created By: VitalInsight, fm Note Type: Customer Interaction

[REDACTED]

Address:
City: Cape Canaveral
State: FL
VIN: WMWRC33465T [REDACTED]
Make: MINI
Model: MINI Cooper
Dealer Code: 96255
Dealer Location Id: 03
Dealer Name: Orlando MINI
Survey Type: Service
Group ID:
CSI: 82.2
Threshold: 99
Survey Received Date: 1/24/2010 5:30:47 PM
Survey Sent Date: 1/3/2010 8:51:27 PM
Survey Method: EM
Answer ID: 121923
Overall Sat: N
Recommendation: N
Issue Assigned Date:
Issue Closed Date:
Customer Comments: Price is also high.
Staff Comments:
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 416828
Repair Order Date: 12/30/2009 12:00:00 AM
Repair Order Mileage: 53660
Repair Order Description: INSPECTION 2 INCLUDING OIL SERVICE, INSPECTION 1 WITH THE ADDITION OF SPARK PLUGS AND FILTER REPLACEMENTS?|COOLANT FLUSH|NO WORK PERFORMED|REPLACED POWER STEERING FAN
Advisor Name: GARRETT BOWLING
Advisor Number: 1397
Technician Name: LIM,LINO
Technician Number: 1620
Question #1: Overall, please rate your service experience at {client_name}.
Answer #1: 60
Comment #1:
Question #2: Please rate our ability to provide you an appointment on the date of your choosing.
Answer #2: 90
Comment #2:
Question #3: Please provide any additional detail you feel may help us serve you better in this area
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your vehicle in for service from the day you wanted?
Answer ...

Customer Service Request Detail # S01002500663

... #4: No
Comment #4: Day I wanted
Question #5: Please rate your ability to find the dedicated MINI Service area/drive easily.
Answer #5: 60
Comment #5:
Question #6: Please provide any additional detail you feel may help us serve you better in this area
Answer #6: Not Applicable
Comment #6:
Question #7: Overall, Please rate our staff on making you feel welcome when you first arrived.
Answer #7: 90
Comment #7:
Question #8: Please provide any additional detail you feel may help us serve you better in this area
Answer #8: Not Applicable
Comment #8:
Question #9: Please rate your Service Advisor's handling of your service experience.
Answer #9: 80
Comment #9:
Question #10: Understanding of your service needs:
Answer #10: Not Applicable
Comment #10:
Question #11: Level of courtesy, honesty and respect:
Answer #11: Not Applicable
Comment #11:
Question #12: Explanation of the charges and work performed:
Answer #12: Not Applicable
Comment #12:
Question #13: Consideration of your time:
Answer #13: Not Applicable
Comment #13:
Question #14: Knowledge and expertise:
Answer #14: Not Applicable
Comment #14:
Question #15: Fulfillment of commitments made to you:
Answer #15: Not Applicable
Comment #15:
Question #16: Please provide any additional detail you feel may help us serve you better in this area
Answer #16: Not Applicable
Comment #16:
Question #17: Please rate our dealership on valuing your business.
Answer #17: 70
Comment #17:
Question #18: Please provide any additional detail you feel may help us serve you better in this area
Answer #18: Not Applicable
Comment #18:
Question #19: Please rate the time taken when paying for your service.
Answer #19: 80
Comment #19:
Question #20: Please provide any additional detail you feel may help us serve you better in this area
Answer #20: Not Applicable
Comment #20:
Question #21: Please rate your satisfaction with the quality of work performed on your MINI.
Answer #21: 70
Comment #21:
Question #22: Please provide any additional detail you feel may help us serve you better in this area
Answer #22: Not Applicable
Comment #22: After servicing my steering wheel now shake when going about 60mph (not slower or faster). This is probably due to the tires being unbalance after getting them rotated. But why would you rotate them and put them ...

Customer Service Request Detail # S01002500663

... on unbalance??
Question #23: Please rate your satisfaction with the cleanliness of your MINI at pick up.
Answer #23: 90
Comment #23:
Question #24: Please provide any additional detail you feel may help us serve you better in this area
Answer #24: Not Applicable
Comment #24:
Question #25: Was your vehicle ready when promised?
Answer #25: Yes
Comment #25:
Question #26: If no, were you notified of the delay?
Answer #26: Not Applicable
Comment #26:
Question #27: Please provide any additional detail you feel may help us serve you better in this area
Answer #27: Not Applicable
Comment #27: While driving home the coolant emergency light went off so I had to return to the dealer and get a loaner car and come back the next day. This was a waste of my time since I live over 1hr away. There was nothing wrong, they just didn't get all the air out of the coolant line after replacing the coolant.
Question #28: Did you receive alternate transportation while your vehicle was in for service?
Answer #28: No
Comment #28:
Question #29: Please rate your satisfaction with the alternate transportation provided for this service experience.
Answer #29: Not Applicable
Comment #29:
Question #30: Was the alternate transportation provided a MINI loaner?
Answer #30: Not Applicable
Comment #30:
Question #31: Please provide any additional detail you feel may help us serve you better in this area
Answer #31: Not Applicable
Comment #31: I had to rent a car.
Question #32: Did all authorized repairs get done in this single visit?
Answer #32: Yes
Comment #32:
Question #33: Please provide any additional detail you feel may help us serve you better in this area
Answer #33: Not Applicable
Comment #33:
Question #34: Overall, please rate your MINI service experience with regard to being distinct and unique.
Answer #34: 50
Comment #34:
Question #35: Please provide any additional detail you feel may help us serve you better in this area
Answer #35: Not Applicable
Comment #35:
Question #36: Overall, would you recommend our dealership to a family member or close friend for their future purchase and servicing needs?
Answer #36: No
Comment #36:
Question #37: Please rate your overall satisfaction with your roadside experience.
Answer #37: Not Applicable
Comment #37:
Question #38: Do you have any suggestions as to how your roadside experience can improve?
Answer #38: Not Applicable
Comment #38:
Question #39: Did the Roadside Service Provider arrive within the time period you were told when you called?
Answer #39: Not Applicable
Comment ...

Customer Service Request Detail # S01002500663

<p>... #39: Question #40: How long did it take the Roadside Service Provider to arrive? Answer #40: Not Applicable Comment #40: Question #41: Once the Roadside Service Provider arrived, how would you rate the provider's ability in regard to the following aspects? (with 5 being the highest) Answer #41: Not Applicable Comment #41: Question #42: Ability to service/tow your vehicle Answer #42: Not Applicable Comment #42: Question #43: Professionalism Answer #43: Not Applicable Comment #43: Question #44: Do you have any suggestions as to how your roadside experience can improve? Answer #44: Not Applicable Comment #44: Question #45: Did our dealership notify you upon of arrival of your vehicle at our dealership? Answer #45: Not Applicable Comment #45:</p>	<p>...</p>
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Customer Service Request Detail # S01003400216

Customer

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

Service Request

Service Request #:	S01003400216
Brand:	MINI
Type:	Vital Insight
Current Status:	Closed
Date Opened:	2/3/10 06:18AM
Created By:	VitalInsight, fm
Rep Assigned:	VitalInsight, fm
Date Assigned:	2/3/10 06:18AM
Assigned Dealer:	
Identified Dealer:	Rasmussen MINI
Date Resolved:	
Resolve Rep:	
Date Closed:	2/3/10 06:18AM
Close Rep:	VitalInsight, fm
Issue Note:	VIG Service Uncategorized Survey.

Vehicle

Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2005
Model:	Cooper S
Mileage:	
Sale:	05/13/05 12:00 AM
In Service Date:	05/13/05 12:00 AM
Production Date:	03/23/05 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV83	VITAL INSIGHT - UNCATEGORIZED SERVICE SURVEY	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SV29	SERVICE - PRODUCT ISSUE	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm, Airba	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

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

Attachments

File Name	Comments

Customer Service Request Detail # S01003400216

Activity Status:	Done	Activity Updated:	2/3/10 06:18AM
Activity Type	Customer Interaction	Activity Updated By:	VitalInsight, fm
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	2/3/10 06:18AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Uncategorized Survey		

Note Created: 2/3/10 06:18AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Aloha
State: OR
VIN: WMWRE33555 [REDACTED]
Make: MINI
Model: MINI Cooper S
Dealer Code: 36074
Dealer Location Id: 01
Dealer Name: Rasmussen MINI
Survey Type: Service
Group ID:
CSI: 82.2
Threshold: 99
Survey Received Date: 2/1/2010 11:23:50 PM
Survey Sent Date: 1/30/2010 7:06:35 AM
Survey Method: EM
Answer ID: 124063
Overall Sat: N
Recommendation: N
Issue Assigned Date: 2/1/2010 11:23:50 PM
Issue Closed Date:
Customer Comments:
Staff Comments:
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 287054
Repair Order Date: 1/28/2010 12:00:00 AM
Repair Order Mileage: 52109
Repair Order Description: AIRBAG WARNING LIGHT DISPLAYS
Advisor Name: NICKOLAOS GEORGIADIS
Advisor Number: 5180
Technician Name: FERRIS, DAVE
Technician Number: 5079
Question #1: Overall, please rate your service experience at {client_name}.
Answer #1: 50
Comment #1:
Question #2: Please rate our ability to provide you an appointment on the date of your choosing.
Answer #2: No
Comment #2:
Question #3: Please provide any additional detail you feel may help us serve you better in this area
Answer #3: Not Applicable
Comment #3: It took 15 days to get in for a airbag failure light. I consider this to be a safety issue, and the fact that it took so long to get in is very disappointing. If I had a choice, I would have not driven the MINI for those two weeks, but as it's my only transportation I had to put my family and myself at risk. This is totally unacceptable to me.
Question #4: How long did it take to get your vehicle in for service from the day ...

Customer Service Request Detail # S01003400216

... you wanted?
Answer #4: Not Applicable
Comment #4: 2 to 3 weeks
Question #5: Please rate your ability to find the dedicated MINI Service area/drive easily.
Answer #5: 90
Comment #5:
Question #6: Please provide any additional detail you feel may help us serve you better in this area
Answer #6: Not Applicable
Comment #6:
Question #7: Overall, Please rate our staff on making you feel welcome when you first arrived.
Answer #7: Yes
Comment #7:
Question #8: Please provide any additional detail you feel may help us serve you better in this area
Answer #8: Not Applicable
Comment #8:
Question #9: Please rate your Service Advisor's handling of your service experience.
Answer #9: Yes
Comment #9:
Question #10: Understanding of your service needs:
Answer #10: Not Applicable
Comment #10:
Question #11: Level of courtesy, honesty and respect:
Answer #11: Not Applicable
Comment #11:
Question #12: Explanation of the charges and work performed:
Answer #12: Not Applicable
Comment #12:
Question #13: Consideration of your time:
Answer #13: Not Applicable
Comment #13:
Question #14: Knowledge and expertise:
Answer #14: Not Applicable
Comment #14:
Question #15: Fulfillment of commitments made to you:
Answer #15: Not Applicable
Comment #15:
Question #16: Please provide any additional detail you feel may help us serve you better in this area
Answer #16: Not Applicable
Comment #16:
Question #17: Please rate our dealership on valuing your business.
Answer #17: 50
Comment #17:
Question #18: Please provide any additional detail you feel may help us serve you better in this area
Answer #18: Not Applicable
Comment #18: The long delay equates to a devaluation of my business.
Question #19: Please rate the time taken when paying for your service.
Answer #19: Yes
Comment #19:
Question #20: Please provide any additional detail you feel may help us serve you better in this area
Answer #20: Not Applicable
Comment #20:
Question #21: Please rate your satisfaction with the quality of work performed on your MINI.
Answer #21: Yes
Comment #21:
Question #22: Please provide any additional detail you feel may help us serve you better in this area
Answer #22: Not Applicable
Comment #22:
Question #23: Please rate your satisfaction with the cleanliness of your MINI at ...

Customer Service Request Detail # S01003400216

... pick up.
Answer #23: 80
Comment #23:
Question #24: Please provide any additional detail you feel may help us serve you better in this area
Answer #24: Not Applicable
Comment #24:
Question #25: Was your vehicle ready when promised?
Answer #25: Yes
Comment #25:
Question #26: If no, were you notified of the delay?
Answer #26: Not Applicable
Comment #26:
Question #27: Please provide any additional detail you feel may help us serve you better in this area
Answer #27: Not Applicable
Comment #27:
Question #28: Did you receive alternate transportation while your vehicle was in for service?
Answer #28: Not Applicable
Comment #28:
Question #29: Please rate your satisfaction with the alternate transportation provided for this service experience.
Answer #29: Not Applicable
Comment #29:
Question #30: Was the alternate transportation provided a MINI loaner?
Answer #30: Not Applicable
Comment #30:
Question #31: Please provide any additional detail you feel may help us serve you better in this area
Answer #31: Not Applicable
Comment #31:
Question #32: Did all authorized repairs get done in this single visit?
Answer #32: Yes
Comment #32:
Question #33: Please provide any additional detail you feel may help us serve you better in this area
Answer #33: Not Applicable
Comment #33:
Question #34: Overall, please rate your MINI service experience with regard to being distinct and unique.
Answer #34: 70
Comment #34:
Question #35: Please provide any additional detail you feel may help us serve you better in this area
Answer #35: Not Applicable
Comment #35:
Question #36: Overall, would you recommend our dealership to a family member or close friend for their future purchase and servicing needs?
Answer #36: Yes
Comment #36:
Question #37: Please rate your overall satisfaction with your roadside experience.
Answer #37: Not Applicable
Comment #37:
Question #38: Do you have any suggestions as to how your roadside experience can improve?
Answer #38: Not Applicable
Comment #38:
Question #39: Did the Roadside Service Provider arrive within the time period you were told when you called?
Answer #39: Not Applicable
Comment #39:
Question #40: How long did it take the Roadside Service Provider to arrive?
Answer #40: Not Applicable
Comment #40:
Question #41: Once the Roadside Service Provider arrived, how would you rate ...

...

Customer Service Request Detail # S01003400216

<p>... the provider's ability in regard to the following aspects? (with 5 being the highest) Answer #41: Not Applicable Comment #41: Question #42: Ability to service/tow your vehicle Answer #42: Not Applicable Comment #42: Question #43: Professionalism Answer #43: Not Applicable Comment #43: Question #44: Do you have any suggestions as to how your roadside experience can improve? Answer #44: Not Applicable Comment #44: Question #45: Did our dealership notify you upon of arrival of your vehicle at our dealership? Answer #45: Not Applicable Comment #45:</p>	<p>...</p>
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Customer Service Request Detail # S01010600323

Customer

Name: [REDACTED]
 Home Phone: [REDACTED]
 [REDACTED]
 CINCINNATI, OH [REDACTED]

Service Request

Service Request #: S01010600323
 Brand: MINI
 Type: Vital Insight
 Current Status: Closed
 Date Opened: 4/16/10 06:28AM
 Created By: VitalInsight, fm
 Rep Assigned: Moore, Cody
 Date Assigned: 4/19/10 10:52AM
 Assigned Dealer: Cincinnati MINI
 Identified Dealer: Cincinnati MINI
 Date Resolved: 4/19/10 08:59PM
 Resolve Rep: NET, DCS
 Date Closed: 4/22/10 03:35PM
 Close Rep: Moore, Cody
 Issue Note: VIG; power steering issue, requests asst;

Vehicle

Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2005
 Model: Cooper
 Mileage: 79,850
 Sale: 08/17/04 12:00 AM
 In Service Date: 08/17/04 12:00 AM
 Production Date: 07/14/04 12:00 AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV80	VITAL INSIGHT - SERVICE CORPORATE ALERT	VITAL INSIGHT SURVEY	FJ01	VITAL INSIGHT SURVEY
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	STEERING UNIT COMPONENTS	3200	STEERING UNIT COMPONENTS

Solution Notes

Solution
 Email sent to customer thanking them for completing the recent survey requesting they respond back identifying any outstanding issues and provide a call back number so we can assist further.
 wrtr: called cust, advd that no asst w/ reimbursement, advd that parts have no specific shelf life; advd cust. to contact in future if aother problems

Attachments

File Name	Comments

Customer Service Request Detail # S01010600323

Activity Status:	Done	Activity Updated:	4/16/10 06:28AM
Activity Type	Customer Interaction	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	VitalInsight, fm	Email From:	
Activity Created:	4/16/10 06:28AM	Email To:	
Activity Created By:	VitalInsight, fm		
Activity Description:	VIG Service Corporate Alert		

Note Created: 4/16/10 06:28AM

Note Created By: VitalInsight, fm

Note Type: Customer Interaction

[REDACTED]

Address:
City: Cincinnati
State: OH
VIN: WMWRC33405T [REDACTED]
Make: MINI
Model: MINI Cooper
Dealer Code: 96717
Dealer Location Id: 01
Dealer Name: Cincinnati MINI
Survey Type: Service
Group ID:
CSI: 97.8
Threshold: 99
Survey Received Date: 4/15/2010 9:50:57 AM
Survey Sent Date: 4/15/2010 7:05:28 AM
Survey Method: EM
Answer ID: 143916
Overall Sat: N
Recommendation: N
Issue Assigned Date:
Issue Closed Date:
Customer Comments:
Staff Comments:
Resolution Cost:
Customer Email: [REDACTED]
Repair Order Number: 363777
Repair Order Date: 4/13/2010 12:00:00 AM
Repair Order Mileage: 79850
Repair Order Description: 6 PT. CHECK|DRIVABILITY|MISC CONCERN|DECLINED SERVICE
Advisor Name: TODD CHUMBLEY
Advisor Number: 329
Technician Name: ROBERT SCOTT CARLSON
Technician Number: 348
Question #1: Overall, please rate your service experience at {client_name}.
Answer #1: 80
Comment #1:
Question #2: Please rate our ability to provide you an appointment on the date of your choosing.
Answer #2: Yes
Comment #2:
Question #3: Please provide any additional detail you feel may help us serve you better in this area
Answer #3: Not Applicable
Comment #3:
Question #4: How long did it take to get your vehicle in for service from the day you wanted?
Answer #4: Not Applicable
Comment #4: ...

Customer Service Request Detail # S01010600323

... Same day
Question #5: Please rate your ability to find the dedicated MINI Service area/drive easily.
Answer #5: Yes
Comment #5:
Question #6: Please provide any additional detail you feel may help us serve you better in this area
Answer #6: Not Applicable
Comment #6:
Question #7: Overall, Please rate our staff on making you feel welcome when you first arrived.
Answer #7: Yes
Comment #7:
Question #8: Please provide any additional detail you feel may help us serve you better in this area
Answer #8: Not Applicable
Comment #8:
Question #9: Please rate your Service Advisor's handling of your service experience.
Answer #9: Yes
Comment #9:
Question #10: Please rate the following Advisor service aspects listed below:
Answer #10: Not Applicable
Comment #10:
Question #11: Understanding of your service needs:
Answer #11: Not Applicable
Comment #11:
Question #12: Level of courtesy, honesty and respect:
Answer #12: Not Applicable
Comment #12:
Question #13: Explanation of the charges and work performed:
Answer #13: Not Applicable
Comment #13:
Question #14: Consideration of your time:
Answer #14: Not Applicable
Comment #14:
Question #15: Knowledge and expertise:
Answer #15: Not Applicable
Comment #15:
Question #16: Fulfillment of commitments made to you:
Answer #16: Not Applicable
Comment #16:
Question #17: Please provide any additional detail you feel may help us serve you better in this area
Answer #17: Not Applicable
Comment #17: Todd has always been outstanding and willing to do everything he can to help.
Question #18: Please rate our dealership on valuing your business.
Answer #18: Yes
Comment #18:
Question #19: Please provide any additional detail you feel may help us serve you better in this area
Answer #19: Not Applicable
Comment #19:
Question #20: Please rate the time taken when paying for your service.
Answer #20: Yes
Comment #20:
Question #21: Please provide any additional detail you feel may help us serve you better in this area
Answer #21: Not Applicable
Comment #21:
Question #22: Please rate your satisfaction with the quality of work performed on your MINI.
Answer #22: 80
Comment #22:
Question #23: Please provide any additional detail you feel may help us serve you better in this area
Answer #23: ...

Customer Service Request Detail # S01010600323

... Not Applicable
Comment #23:
Question #24: Please rate your satisfaction with the cleanliness of your MINI at pick up.
Answer #24: Yes
Comment #24:
Question #25: Please provide any additional detail you feel may help us serve you better in this area
Answer #25: Not Applicable
Comment #25:
Question #26: Was your vehicle ready when promised?
Answer #26: Yes
Comment #26:
Question #27: If no, were you notified of the delay?
Answer #27: Not Applicable
Comment #27:
Question #28: Please provide any additional detail you feel may help us serve you better in this area
Answer #28: Not Applicable
Comment #28:
Question #29: Did you receive alternate transportation while your vehicle was in for service?
Answer #29: Yes
Comment #29:
Question #30: Please rate your satisfaction with the alternate transportation provided for this service experience.
Answer #30: Yes
Comment #30:
Question #31: Was the alternate transportation provided a MINI loaner?
Answer #31: No
Comment #31:
Question #32: Please provide any additional detail you feel may help us serve you better in this area
Answer #32: Not Applicable
Comment #32:
Question #33: Did all authorized repairs get done in this single visit?
Answer #33: Yes
Comment #33:
Question #34: Please provide any additional detail you feel may help us serve you better in this area
Answer #34: Not Applicable
Comment #34:
Question #35: Overall, please rate your MINI service experience with regard to being distinct and unique.
Answer #35: 90
Comment #35:
Question #36: Please provide any additional detail you feel may help us serve you better in this area
Answer #36: Not Applicable
Comment #36: I don't use you for routine problems like brakes and oil... too expensive. I'm not sure how you could adjust that while maintaining your hourly rates.
Question #37: Overall, would you recommend our dealership to a family member or close friend for their future purchase and servicing needs?
Answer #37: Yes
Comment #37:
Question #38: Please rate your overall satisfaction with your roadside experience.
Answer #38: Not Applicable
Comment #38:
Question #39: Do you have any suggestions as to how your roadside experience can improve?
Answer #39: Not Applicable
Comment #39:
Question #40: Did the Roadside Service Provider arrive within the time period you were told when you called?
Answer #40: Not Applicable
Comment #40:
Question #41: How long did it take the Roadside Service Provider ...

...

Customer Service Request Detail # S01010600323

<p>... to arrive? Answer #41: Not Applicable Comment #41: Question #42: Once the Roadside Service Provider arrived, how would you rate the provider's ability in regard to the following aspects? Answer #42: Not Applicable Comment #42: Question #43: Ability to service/tow your vehicle Answer #43: Not Applicable Comment #43: Question #44: Professionalism Answer #44: Not Applicable Comment #44: Question #45: Do you have any suggestions as to how your roadside experience can improve? Answer #45: Not Applicable Comment #45: Question #46: Did our dealership notify you upon of arrival of your vehicle at our dealership? Answer #46: Not Applicable Comment #46:</p>		...	
Activity Status:	Done	Activity Updated:	4/16/10 06:28AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Administrator, Siebel	Email From:	CustomerExperienceSurvey@askminiusa.com
Activity Created:	4/16/10 06:28AM	Email To:	
Activity Created By:	Administrator, Siebel		
Activity Description:	Response to Your Request for MINI Contact		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # S01010600323

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Activity Status:	Done	Activity Updated:	4/19/10 09:50AM		
Activity Type	Email - Inbound	Activity Updated By:	Paletta, Eileen		
Activity Assigned To:	Paletta, Eileen	Email From:			
Activity Created:	4/16/10 02:05PM	Email To:			
Activity Created By:	Administrator, Siebel				
Activity Description:	Re: Response to Your Request for MINI Contact				
Note Created:		Note Created By:		Note Type:	

Customer Service Request Detail # S01010600323

<http://newmini.wordpress.com/2009/02/17/mini-cooper-power-steering-failure/>
http://forums.roadfly.com/forums/mini/mini_cooper/9052795-1.html
<http://www.aboutautomobile.com/Complaint/2003/MINI/Cooper/Power+Steering+Pump>

... and on and on. The problem with your poorly engineered power steering can be no secret to [redacted] internet is overflowing with other individuals who have had the problem. My wife, [redacted] and I have been very enthusiastic about the Mini since the promos first started showing up at our BMW store. We enjoy the car and the people at Cincinnati Mini have always been great... but the power steering problem and the resulting cost is out of line. I understand that machines don't last forever but the steering problem started a year ago (I thought it was a computer glitch as restarting seemed to solve the problem for a while. I expected much more from the company that made our 98 Z3 which is still running well. We were considering a Clubman in a year or two... but that is doubtful now. Mini needs to be more forthcoming about this error. If you would like to discuss this I can be reached at 513-561-8818 most days but please don't have a packaged phone bank person call to read a prepared script (I used to write those things.)

[redacted]
On Apr 16, 2010, at 6:28 AM, <CustomerExperienceSurvey@askminiusa.com>
<CustomerExperienceSurvey@askminiusa.com> wrote:

[http://esurvey.bmwfs.com/esurvey/images/mini_family.jpg]

[http://esurvey.bmwfs.com/esurvey/images/Mini_sm_logo_blk.jpg]

Dear [redacted]

Thank you for completing your recent survey response to Cincinnati MINI. You requested to be contacted by MINI USA.

To best assist you, please reply back to this email and complete the questions listed below:

- 1) The outstanding issues and concerns that Cincinnati MINI has not addressed to your satisfaction.
- 2) The phone number we should contact you on to discuss these issues and concerns.

The MINI Customer Relations team is available to discuss any immediate questions or concerns you may have. Please feel free to call us at 1.866.275.6464, Monday through Friday, from 9:00 a.m. to 9:00 p.m., Eastern Standard Time. If you're interested in up to date information about MINI models and accessories, you can visit us at www.miniusa.com.
<<http://www.miniusa.com/>>

Thanks for being part of the MINI family.

Sincerely,

Your friends at MINI USA.

LET'S MOTOR.®

...

Customer Service Request Detail # S01010600323

...		Chassis #: TJ63684	
Activity Status:	Done	Activity Updated:	4/19/10 04:41PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Emal From:	
Activity Created:	4/19/10 04:39PM	Email To:	
Activity Created By:	Moore, Cody	wtr. called [REDACTED] preferred contact number, phone rang and rang w/ no answer for over 2 minutes; wtr will try back later;	
Activity Description:			
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	4/22/10 03:35PM
Activity Type	General	Activity Updated By:	Moore, Cody
Activity Assigned To:	NET, DCS	Emal From:	
Activity Created:	4/19/10 08:57PM	Email To:	
Activity Created By:	NET, DCS	Dealer Created Activity	
Activity Description:			
Note Created: 4/19/10 08:57PM		Note Created By: NET, DCS	
		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 96717 on Mon Apr 19 20:57:22 EDT 2010			
Activity Status:	Done	Activity Updated:	4/22/10 03:35PM
Activity Type	Customer Interaction	Activity Updated By:	Moore, Cody
Activity Assigned To:	Moore, Cody	Emal From:	
Activity Created:	4/22/10 03:30PM	Email To:	
Activity Created By:	Moore, Cody	wtr. called cust, advd that no asst w/ reimbursement, advd that parts have no specific shelf life; advd cust. to contact in future if aother problems	
Activity Description:			
Note Created: 4/22/10 03:34PM		Note Created By: Moore, Cody	
		Note Type: Customer Interaction	
cust. appreciated f/u and advd would call if further issues;			