

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

EA11-003

BMW

12-22-2011

FIELD REPORT

FSE Name:	JOHN LILLIG	Customer Name:	
Market:	41	Customer Address:	
Region:	C	City:	
Center Name :	BILL JACOBS BMW	State:	
Inspection Date:	05/13/2011	Chassis:	L371961
Inspection Location:	BILL JACOBS BMW	Model Year:	2011
City:	NAPERVILLE	Model:	X5 XDRIVE35D US
State:		Production Date:	09/2010
Attachment:	Yes	Mileage:	3561
Defect Code:	1311		

<p>Nature of Complaint: CEL WITH REPETITIVE DDE FAULT CODE 4580 RAIL PRESSURE PLAUSIBILITY TOO HIGH</p>
<p>Root Cause: FUEL RETURN LINE RESTRICTED</p>
<p>Diagnostic Path: THE VEHICLE WAS IN MULTIPLE TIMES AND MULTIPLE REPAIRS WERE ATTEMPTED FOR THIS FAULT CODE. THE LOW PRESSURE DELIVERY WAS CHECKED AND READS 5.3BAR WITH SET POINT >3.5 (LOW PRESSURE OK). THE RETURN LINE FUEL PRESSURE (LEAKAGE LINE PRESSURE) WAS NOT CHECKED BECAUSE THE TOOL IS NOT YET AVAILABLE IN THE COUNTRY. THE OVERFLOW VALVE LISTED IN SIB 13 02 09 WAS REPLACED AND THE FOLLOWING FAULTS RETURNED. 4580 DDE: RAIL PRESSURE PLAUSIBILITY DELIVERY CONTROLLED 4BDC DDE: FUEL PRESUPPLY PRESUPPLY CONTROL 4BDB DDE: FUEL PRESUPPLY PRESUPPLY CONTROL THE FUEL FILTER/HEATER AND LOW PRESSURE/TEMP SENSOR WAS REPLACED AND FC 4580 RETURNED. THE HIGH PRESSURE PUMP WAS REPLACED AND THE FC 4580 RETURNED. THE PUMP WAS INSPECTED FOR DEBRIS OR RUST AND NON WAS FOUND. THE TECHNICIAN THEN MONITORED THE HIGH PRESSURE SYSTEM DURING THE WARM UP PHASE. HE WAS ABLE TO SEE THE RAIL PRESSURE READINGS START AT LOW 300'S AND CLIMB TO 600+ BAR WHILE THE VEHICLE IS AT IDLE. THE ENGINE WARMED UP CORRECT FUEL PRESSURE READINGS UNTIL APROX 70 DEGREES CELSIUS. THE ENGINE NOISE THEN CHANGED AND THE FUEL RAIL PRESSURE CLIMBED FROM 315BAR TO 600+ BAR. CLOCK RATION OF THE RAIL PRESSURE REGULATING VALVE CHANGED FROM 19-20% TO 28-31% WITH THE PRESSURE CHANGE. THE HIGH PRESSURE SENSOR AND PRESSURE CONTROL VALVE WERE BOTH REPLACED AND FAULT RETURNED. AT THIS TIME IT WAS DETERMINED THAT THIS FAULT MUT BE CAUSED BY SOME TYPE OF RESTRICTION IN THE FUEL RETURN SYSTEM. THE TANK WAS INSPECTED FOR METAL OR DEBRIS AND NONE WAS FOUND. THEN THE RIGHT SIDE FUEL SENDING UNIT WAS REPLACED AND THE FAULT RETURNED. NEXT ALL THE FUEL RETURN LINES WERE REPLACED AND THE PROBLEM WAS RESOLVED. SEE PUMA CASE FOR ADDITIONAL DETAILS.</p>
<p>Recommended Repair Solution: THE FOLLOWING FUEL RETURN LINES WERE REPLACED AT THE SAME TIME AND FIXED THE VEHICLE. 13 53 7 806 962 - FUEL RETURN LINE,</p>

13 53 7 796 060 - FUEL RETURN LINE

16 12 7 207 422- RETURN PIPE

16 12 7 207 423- RETURN PIPE

16 12 7 164 400 - RETURN PIPE

I HAVE ATTACHED 26 PICTURES AND 4 PDF FILES OF THE LINES TO THIS REPORT SHOWING
MANUFACTURING STAMPS AND INFORMATION.

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BMW

12-22-2011

DEALER FIELD REPORTS

BMW of North America Pink Sheet Report

This technical report is submitted to responsible Service Engineering Member when the information herein can benefit Quality & Service Engineering Department.

Model/Model Year:	335D US A / 2009	Chassis:	A265404
Production Date:		Dealer Name:	
Repair Date:		Dealer Location:	
Actual Mileage:		City / State:	/
Defect Code:	1614		

Complaint:

COMPLAINT:

THE VEHICLE WAS RUNNING, THEN STARTED TO RUN ROUGH, THEN STALLED AND WOULD NOT RESTART. THERE WAS ALSO A LOUD WHINE SOUND EACH TIME IT TRIED TO START. IT WOULD CRANK, START THEN IMMEDIATELY DIE AGAIN.

CAUSE:

I THINK THE PROBLEM MAY HAVE BEEN DUE TO THE EXTREMELY COLD WEATHER WE HAD ON THE DAY THIS HAPPENED. IT WAS A LOW OF -10 F. AND A HIGH OF ABOUT 10 F. THE TANK WAS ONLY ABOUT 1 TICK ABOVE EMPTY. I THINK THE FUEL MAY HAVE GELLED UP AND STARVED THE FUEL SYSTEM.

Correction:

CAR SAT ON THE LOT FOR A COUPLE OF HOURS. WHEN WE WENT OUT TO IT IT STARTED RIGHT UP. THE GLOW PLUG MESSAGE WAS ON IN THE DASH BRIEFLY BEFORE THE STARTER BEGAN CRANKING. PULLED CAR INTO THE SHOP AND READ THE FAULT MEMORY. HAD 3 FAULTS STORED IN THE DDE. 4B90- DDE: RAIL-PRESSURE MONITORING ON ENGINE START RAIL PRESSURE TOO LOW DURING ENGINE STARTING FAULT NOT CURRENTLY PRESENT 4600 - DDE: RAIL PRESSURE PLUSIBILITY PRESSURE CONTROLLED POSITIVE CONTROL DEVIATION/RAIL PRESSURE TOO LOW FAULT NOT CURRENTLY PRESENT 4B10 - DDE: SMOOTH RUNNING CONTROLLER CORRECTION QUANTITY TOO HIGH FAULT CURRENTLY NOT PRESENT FAULTS WERE READ OUT USING ISTA. THE VEHICLE HAD TO BE MANUALLY IDENTIFIED. THE VIN WAS NOT RECOGNIZED BY THE ISTA PROGRAM. THERE WERE NO TEST PLANS IN THE PROGRAM TO RUN. CLEARED THE FAULTS AND TEST DROVE OVER THE WEEKEND WITH NO REOCCURANCES OF THE PROBLEM.

BMW of North America Pink Sheet Report

This technical report is submitted to responsible Service Engineering Member when the information herein can benefit Quality & Service Engineering Department.

Model/Model Year:	X5 XDRIVE35D US / 2009	Chassis:	LJ95801
Production Date:		Dealer Name:	
Repair Date:		Dealer Location:	
Actual Mileage:		City / State:	/
Defect Code:	1614		

Complaint:

COMPLAINT:

CHECK ENGINE LIGHT CAME ON AND CAR STARTED SHAKING VIOLENTLY

CAUSE:

PUSHED CAR IN SHOP,WOULD NOT START.

Correction:

HAD MULTIPLE FAULTS,HAD TO ERASE TO SEE WHICH WAS PRESENT(4B90 RAIL PRESSURE MONITORING ON ENGINE START UP,PRESENT),TRIED FUEL BLEEDING PROCEDURES,AND COULD ONLY GO AS FAR AS""NOW START VEHICLE"",WHICH DOES NOT START NOW.CHECKED FUEL LINE PRESSURE AS WAS AT 30 BAR(NOT EVEN CLOSE TO SPECS),SUSPECTED BAD HIGH PRESSURE DIESEL FUEL PUMP).

BMW of North America Pink Sheet Report

This technical report is submitted to responsible Service Engineering Member when the information herein can benefit Quality & Service Engineering Department.

Model/Model Year:	X5 XDRIVE35D / 2009	Chassis:	LJ98039
Production Date:		Dealer Name:	
Repair Date:		Dealer Location:	
Actual Mileage:		City / State:	/
Defect Code:	1614		

Complaint:

COMPLAINT:

CUSTOMER STATES:VEHICLE DIED WHEN DRIVING AT HIGHWAY SPEEDS

CAUSE:

INACCURATE TANK SENDING UNIT RIGHT SIDE

Correction:

CHECKED FOR FAULTS,CODES STORED FOR NO FUEL SUPPLY FROM LOW PRESSURE AND HIGH PRESSURE PUMP,CHECKED FUEL PRESSURE AT RAIL 0 BAR FUEL GAGE INDICATED TANK STILL HAD 1/4 TANK OF FUEL REMAINING,RIGHT FUEL LEVEL SENSOR INDICATED 28.43 LITERS REMAINING LEFT FUEL LEVEL SENSOR INDICATED 0.00 LITERS REMAINING,REMOVED RIGHT SIDE TANK SENDING UNIT ONLY TO FIND THAT FUEL TANK WAS INFAC T EMPTY,REMOVED LEFT SIDE TANK SENDING UNIT IT WAS EMPTY ALSO LEFT SENDING UNIT ACCURATE RIGHT SIDE UNIT WAS NOT NO VISUAL FAULT WITH RIGHT SIDE SENDING UNIT,REPLACED RIGHT SIDE SENDING UINIT,ADDED 5 GALLONS OF FUEL BLED SYSTEM AND TEST DROVE 14 MILES OK

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12-22-2011

CONSUMER-COMPLAINT-
Q7

Customer Service Request Detail # 201035600410

Customer

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

Service Request

Service Request #:	201035600410
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	12/22/2010 11:30AM
Created By:	Cavanaugh, Anthony
Rep Assigned:	Cavanaugh, Anthony
Date Assigned:	12/22/2010 11:33AM
Assigned Dealer:	The Imported Car Store, Inc.
Identified Dealer:	The Imported Car Store, Inc.
Date Resolved:	
Resolve Rep:	
Date Closed:	12/27/2010 07:35PM
Close Rep:	Cavanaugh, Anthony
Issue Note:	regular fuel put into Diesel vehicle, \$16k repair

Vehicle

VIN:	5UXFF03529L [REDACTED]
Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2009
Model:	X5 xDrive35d
Mileage:	29,000
Sale:	08/07/09
In Service Date:	08/07/09
Production Date:	12/15/08

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	ENGINE - GENERAL	1061	Engine - Fuel Quality

Solution Notes

Created	Solution
12/27/2010	Wrtr advised 100% outside influence and no assistance would be offered i this case

Attachments

File Name	Comments

Customer Service Request Detail # 201035600410

Activity Status:	Done	Activity Updated:	12/22/2010 11:35AM
Activity Type	Customer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	12/22/2010 11:33AM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	xfer from t1, regular fuel put into Diesel vehicle, \$16k repair>>		
Note Created: 12/22/2010 11:33AM		Note Created By: Cavanaugh, Anthony	
Note Type: Customer Interaction			
Customer states son fille dup with regular fuel and now vehicle is requiring tear down of \$16K. Wrtr explained thoroughly that this is considere doutside influences and would not be something we can assist with. Customer insisted on speaking with someone higher and requested address to send letter. Due to customer requesting address writer advised will call out to dealer to look into.			
Activity Status:	Done	Activity Updated:	12/22/2010 11:35AM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	12/22/2010 11:35AM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	Wrtr lm for SM Brian, req cb		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	12/22/2010 01:50PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	12/22/2010 01:49PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	SM Brian lm for writer>>		
Note Created: 12/22/2010 01:49PM		Note Created By: Cavanaugh, Anthony	
Note Type: Dealer Interaction			
SM states writer is absolutely correct, as this is outside influence. States that customer drove vehicle with the incorrect gas in it even though was instructed not to by dealership. No assistance here			
Activity Status:	Done	Activity Updated:	12/27/2010 07:34PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	12/27/2010 07:34PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	wrtr lm for customer at [REDACTED] Wrtr advised 100% outside influence and no assistance would be offered i this case		
Note Created:		Note Created By:	
Note Type:			

EA11-003

BMW

12-22-2011

CONSUMER-COMPLAINTS-
Q4

Customer Service Request Detail # 200916200406

Customer

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

Service Request

Service Request #:	200916200406
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/11/2009 12:29PM
Created By:	Wertz, Blake
Rep Assigned:	Cavin, Doug
Date Assigned:	6/22/2009 05:34PM
Assigned Dealer:	Center BMW
Identified Dealer:	Center BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	7/9/2009 08:15PM
Close Rep:	Cavin, Doug
Issue Note:	cci sttng 2 prob with fuel pump prob and repeat repair

Vehicle

VIN:	5UXFF03519L [REDACTED]
Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2009
Model:	X5 xDrive35d
Mileage:	1,300
Sale:	
In Service Date:	05/21/09
Production Date:	03/25/09

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SV06	TECHNICAL ASSISTANCE / INFORMATION	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP

Solution Notes

Created	Solution
6/11/2009	wrtr in frmd cust will doc complaint and if have issue we will work with the cust
7/9/2009	closing case, customer balked after asking for 2 pymts reimb, ind he wld seek attorney.

Attachments

File Name	Comments

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/11/2009 12:36PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/11/2009 12:31PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci stng 2 prob with fuel pump prob and repeat repair, cust wnts into new veh if prob keep occring & will call if prob reoccr		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/15/2009 06:31PM
Activity Type	Customer Interaction	Activity Updated By:	Edwards, Emily
Activity Assigned To:	Edwards, Emily	Email From:	
Activity Created:	6/15/2009 06:27PM	Email To:	
Activity Created By:	Edwards, Emily		
Activity Description:	cci for Blake, wrtr advsd unavailable, cust askd for cb @ [REDACTED]		
Note Created: 6/15/2009 06:29PM		Note Created By: Edwards, Emily	
		Note Type: Customer Interaction	
cust sttd his veh is still in the service dept at Center BMW, sttd he wants to be compensated for the amount of time the veh has been in service.			
Activity Status:	Done	Activity Updated:	6/15/2009 06:31PM
Activity Type	Corporate Interaction	Activity Updated By:	Edwards, Emily
Activity Assigned To:	Edwards, Emily	Email From:	
Activity Created:	6/15/2009 06:31PM	Email To:	
Activity Created By:	Edwards, Emily		
Activity Description:	wrtr e-mailed Blake to notify of cust call		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/16/2009 11:16AM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/16/2009 11:09AM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr cldl cust who sttd losing faith in veh & cust wants lease credit, cust wants into anothr X5diesel		
Note Created: 6/16/2009 11:13AM		Note Created By: Wertz, Blake	
		Note Type: Customer Interaction	
cust wants assistance on lease payment, this is the second time the veh has been in, the first time was a computer glitch and dlr sttd fixd the prob and then 30 miles later the X5 had the same problems and is back at Center BMW. Cust stts when cust first took the veh they said it was fixd and the prob occrd again and the cust had to take the veh back again and the dlr is now waiting on part to be fixd.			

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/16/2009 04:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/16/2009 04:49PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr lvm SM Chris asking for info on veh		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/16/2009 06:20PM
Activity Type	Customer Interaction	Activity Updated By:	Pascoe, Steven
Activity Assigned To:	Pascoe, Steven	Email From:	
Activity Created:	6/16/2009 06:20PM	Email To:	
Activity Created By:	Pascoe, Steven		
Activity Description:	Cci for Blake, wrt adv n/a, xferred to vmail per cust req.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/16/2009 06:35PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/16/2009 06:35PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci lvm sttng veh wont be ready until MON and askd for call back		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/17/2009 08:59AM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/17/2009 08:59AM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	SM Chris cld in sttng ordrd ovrlw valve for cust and this is only 2nd time seeing veh		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/17/2009 02:25PM
Activity Type	Customer Interaction	Activity Updated By:	Edwards, Emily
Activity Assigned To:	Edwards, Emily	Email From:	
Activity Created:	6/17/2009 02:20PM	Email To:	
Activity Created By:	Edwards, Emily		
Activity Description:	cci for Blake, wrtr advsd unavailable, cust askd for cb @ [REDACTED] today or he will contact his attorney		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/17/2009 02:25PM
Activity Type	Corporate Interaction	Activity Updated By:	Edwards, Emily
Activity Assigned To:	Edwards, Emily	Email From:	
Activity Created:	6/17/2009 02:24PM	Email To:	
Activity Created By:	Edwards, Emily		
Activity Description:	wrtr e-mailed Blake to notify of cust call		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/17/2009 02:46PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/17/2009 02:46PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr lvm SA John trying to get info on cust and prob with fuel injectors		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/17/2009 04:21PM
Activity Type	Customer Interaction	Activity Updated By:	Kniola, Ashley
Activity Assigned To:	Kniola, Ashley	Email From:	
Activity Created:	6/17/2009 04:18PM	Email To:	
Activity Created By:	Kniola, Ashley		
Activity Description:	cci for Blake and stts that he needs a callback TODAY		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/17/2009 04:21PM
Activity Type	Corporate Interaction	Activity Updated By:	Kniola, Ashley
Activity Assigned To:	Kniola, Ashley	Email From:	
Activity Created:	6/17/2009 04:18PM	Email To:	
Activity Created By:	Kniola, Ashley		
Activity Description:	see notes for email to blake--wants callback TODAY		

Note Created: 6/17/2009 04:20PM	Note Created By: Kniola, Ashley	Note Type: Corporate Interaction
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<p>From: Kniola Ashley, SF4-US-S-5 Sent: Wednesday, June 17, 2009 4:21 PM To: Wertz Blake, SF4-US-S-5 Subject: RE: What up? I was on the other line when you called in</p> <p>Cust Stts will not take car from dlr, [REDACTED] 1K, is giving him problems, paid 25K down, already mailed 1st payment [REDACTED] wants you to call him @ that number, wants out of car and has already made order for new X5...</p>	
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Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/17/2009 05:04PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/17/2009 05:04PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	SM John lvm sttng fault in engine & bulliten out fixd, prob recrd and just got part for veh today		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/17/2009 05:06PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/17/2009 05:06PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr cldd cust & cust refused to take the veh back & alrdy strtd purch new veh		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/18/2009 02:19PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/18/2009 02:16PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr lvm SM Chris asking days down and exact prob with veh		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/18/2009 05:57PM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/18/2009 05:55PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr cldd SM Chris not avail, askd SA Mike info- stts down 10th-18th, dlr fnd fault codes changd overflow valve, removed altinator, wrtr askd >		
Note Created:	6/18/2009 05:57PM	Note Created By:	Wertz, Blake
		Note Type: Dealer Interaction	
Wrtr askd SM Chris to call back			
Activity Status:	Done	Activity Updated:	6/18/2009 07:55PM
Activity Type	Customer Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/18/2009 07:55PM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	cci requesting to speak with blake. wrtr warm transferred call to blake.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/18/2009 07:57PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/18/2009 07:57PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci sttng will not pick up the vehicle but will drop off lrn veh		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/19/2009 07:53AM
Activity Type	Dealer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/18/2009 08:01PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	wrtr clld SM Chris who sttd would send ovr info to wrtr's email		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/23/2009 05:22PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	6/19/2009 09:08AM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	see notes		
Note Created: 6/19/2009 09:08AM		Note Created By: Wertz, Blake	Note Type: Market Liaison Escalation

Customer Service Request Detail # 200916200406

<p>Customer's Name: [REDACTED] VIN: 5UXFF03519[REDACTED] In-Service Date: 5/2[REDACTED] Current Miles: 1,300 Center Name: Center BMW Service Request Number: 200916200406 Days Down: 8</p> <p>Customer Issue: Mr. [REDACTED] recently purchased his 2009 X5 xDrive35d and has encountered multiple problems with his engine losing power. The customer states that he does not feel safe in the vehicle anymore and does not want to risk losing power on the freeway. The customer wants to stay with BMW and switch into a different vehicle that would not be experiencing these problems.</p> <p>Customer Request: Mr. [REDACTED] would like to switch into another X5 Diesel version because he has lost faith in the vehicle he is currently in. He is hoping that the problems with his vehicle are specific to that vehicle and not the model. The customer wants to switch into a different vehicle of the same model.</p> <p>Center Comments: Service Manager John states he has only seen the vehicle twice and the vehicle has been in the shop from the June 10th to the 18th. Service Manager John states the dealer found fault codes and that the vehicle needed a new overflow valve. I have attached the service report for this vehicle to better explain the issues with the vehicle.</p> <p>Additional Information: The customer loves the X5 Diesel model and wants to stay with BMW but felt that this vehicle was purchased with engine problems and the customer does not feel safe in the vehicle. The customer would like to switch into a different 2009 X5 xDrive35d.</p>	
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Activity Status:	Done	Activity Updated:	6/19/2009 04:39PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/19/2009 04:36PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci for status. Adv cust we will not have answer until MON/Tues. cust refused to pick up vehicle.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/19/2009 04:44PM
Activity Type	Customer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	6/19/2009 04:39PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	Cci asking for Blake, wrter adv that the case has bee escalated to a Merket Liaison, wrter tried to contact Blake and Kevin but they're busy>		

Note Created: 6/19/2009 04:40PM	Note Created By: Munoz, Ronald	Note Type: Customer Interaction
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Customer Service Request Detail # 200916200406

<p>Writer offered help, the customer is looking for an answer today and stated that he has dropped off the loaner vehicle today and that he didn't want to pick his vehicle up, he states that he needs an answer today because he is leaving the country and that we should tell him where we stand or tell him if he needs to have a lawyer involved, writer advised that the escalation to the liaison has been assigned today and that it could take a few days before the market could come up with an answer, writer advised customer will put in contact with Kevin B, Backup Liaison, Doug C.</p>			
Activity Status:	Done	Activity Updated:	6/19/2009 04:40PM
Activity Type:	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/19/2009 04:40PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	spk-Chris Previtre-1st RO no FC's from (fuel pump warning) 2nd visit (same warning), replaced overflow valve. Customer refusing to pick up car, did return loaner		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/19/2009 04:43PM
Activity Type:	Market Liaison Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	6/19/2009 04:43PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	Writer transferred call to Doug C.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/19/2009 04:47PM
Activity Type:	Corporate Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	6/19/2009 04:47PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	Writer emailed Kevin B and Blake W, advising that the customer called in for an update.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	6/19/2009 05:06PM
Activity Type:	Corporate Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/19/2009 05:05PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	repair visit notes		
Note Created:	6/19/2009 05:05PM	Note Created By:	Cavin, Doug
		Note Type: Corporate Interaction	

Customer Service Request Detail # 200916200406

Customer Service History Breakdown:			
Name	Year	Selling Dealer	
Make	UXFF03519L	Delivery Date	
Model X5	Last recorded milage	Service Advisor	
Repair Date Invoice Date Days Out of Service RO # Mileage in Mileage Out Service Advisor # Tech # Tech Training Level Repeat Visit CR or iSky Alert Other Center (from DCS) Complaint Repair			
6/9/09 6/9/09 [REDACTED] JOHN 625 FUEL PUMP ! DRIVE MODERATELY Performed short engine/trans normal.			
6/11/09 6/18/09 [REDACTED] JOHN 625 FUEL PUMP! DRIVE MODERATELY THE Found Sib 130209 with states to chck voltage and THROTTLE HAD NO RESPONSE connections & EKP . R&I Air box , R&I fan shroud R&I alternator . Removed and Replcd HDP overflow valve .			
Activity Status: Done		Activity Updated: 6/22/2009 10:09AM	
Activity Type Field Interaction		Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin		Email From:	
Activity Created: 6/22/2009 10:09AM		Email To:	
Activity Created By: Brown, Kevin		Activity Description: email to the AAM Shane for Market review.	
Note Created:		Note Created By:	
Note Type:			
Activity Status: Done		Activity Updated: 6/22/2009 04:37PM	
Activity Type Customer Interaction		Activity Updated By: Doucher, Elizabeth	
Activity Assigned To: Doucher, Elizabeth		Email From:	
Activity Created: 6/22/2009 04:37PM		Email To:	
Activity Created By: Doucher, Elizabeth		Activity Description: cci and requested doug or kevin, kevin unavail, wrtr transf to doug	
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/23/2009 12:03PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/22/2009 04:43PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci to discuss case, adv. we have market rep reviewing.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/22/2009 04:44PM
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/22/2009 04:44PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wtrr adv AAM that we have 2 fuel pumps, and a new RO for check engine light. AAM ind he wld make quick decision on this case.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/22/2009 04:47PM
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/22/2009 04:44PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wtrr sent service recap to AAM		

Note Created: 6/22/2009 04:45PM	Note Created By: Cavin, Doug	Note Type: Field Interaction
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From: Cavin Doug, SF4-O-13 Sent: Monday, June 22, 2009 4:44 PM To: Zapp Subject: [REDACTED]	
Service recap + check engine light under current RO.	

Activity Status:	Done	Activity Updated:	6/22/2009 05:42PM
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/22/2009 05:41PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	RTE response,warranty conc found on curr RO		

Note Created: 6/22/2009 05:41PM	Note Created By: Cavin, Doug	Note Type: Field Interaction
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Customer Service Request Detail # 200916200406

From: Barsegyan Gary, V2-US-V-3-A
Sent: Monday, June 22, 2009 11:59 AM
To: Brown Kevin, SF4-US-S-5; Zapcic Shane, V2-US-V-34
Subject: RE: Poss Buyback

Kevin,
I have discussed this with the shop foreman and asked him to diagnose issue sense fault codes were not showing up in tester.
He found the problem and vehicle is now being fixed.
Engineering is also aware of the vehicle.

I do not need to see it.

Gary Barsegyan
BMW of North America LLC
Regional Technical Engineer
(818) 383-2477 Mobile
(818) 308-6755 Fax

From: Brown Kevin, SF4-US-S-5
Sent: Monday, June 22, 2009 7:09 AM
To: Zapcic Shane, V2-US-V-34
Cc: Barsegyan Gary, V2-US-V-3-A
Subject: FW: Poss Buyback

Shane,

Customer is looking to get into another BMW X5 diesel due to issues with this vehicles engine losing power. Customer does not want to lose power while driving on the freeway. Do you feel it would be a good idea to have a Gary take a look at this vehicle at Center. Attached is a report from the dealer and the customer was in on two separate occasions with the complaint.

Kevin

From: Wertz Blake, SF4-US-S-5
Sent: Friday, June 19, 2009 9:10 AM
To: Brown Kevin, SF4-US-S-5
Subject: Poss Buyback

Customer's Name: [REDACTED]
VIN: 5UXFF03519[REDACTED]
In-Service Date: 5/27/2009
Current Miles: 1,300
Center Name: Center BMW
Service Request Number: 200916200406
Days Down: 8

Customer's Name: [REDACTED]
Mr. [REDACTED] recently purchased his 2009 X5 xDrive35d and has encountered multiple problems with his engine losing power. The customer states that he does not feel safe in the vehicle anymore and does not want to risk losing power on the freeway. The customer wants to stay with BMW and switch into a different vehicle that would not be experiencing these problems.

Customer's Name: [REDACTED]
Mr. [REDACTED] request:
Mr. [REDACTED] would like to switch into another X5 Diesel version because he has lost faith in the vehicle he is currently in. He is hoping that the problems with his vehicle are specific to that vehicle and not the model. The customer wants to switch into a ...

Customer Service Request Detail # 200916200406

<p>... different vehicle of the same model.</p> <p>Center Comments: Service Manager John states he has only seen the vehicle twice and the vehicle has been in the shop from the June 10th to the 18th. Service Manager John states the dealer found fault codes and that the vehicle needed a new overflow valve. I have attached the service report for this vehicle to better explain the issues with the vehicle.</p> <p>Additional Information: The customer loves the X5 Diesel model and wants to stay with BMW but felt that this vehicle was purchased with engine problems and the customer does not feel safe in the vehicle. The customer would like to switch into a different 2009 X5 xDrive35d.</p> <p>Kind Regards, Blake Wertz Customer Relations and Services Specialist Telephone (614)718-2580 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	<p>...</p>																								
<table style="width:100%; border-collapse: collapse;"> <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%;">6/22/2009 05:57PM</td> </tr> <tr> <td>Activity Type</td> <td>Dealer Interaction</td> <td>Activity Updated By:</td> <td>Cavin, Doug</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Cavin, Doug</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>6/22/2009 05:43PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Cavin, Doug</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">wtrr cld cntr,lvm for SA on open RO.</td> </tr> </table>		Activity Status:	Done	Activity Updated:	6/22/2009 05:57PM	Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug	Activity Assigned To:	Cavin, Doug	Email From:		Activity Created:	6/22/2009 05:43PM	Email To:		Activity Created By:	Cavin, Doug			Activity Description:	wtrr cld cntr,lvm for SA on open RO.		
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Activity Assigned To:	Cavin, Doug	Email From:																							
Activity Created:	6/22/2009 05:43PM	Email To:																							
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Activity Status:	Done	Activity Updated:	6/23/2009 11:47AM																						
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Activity Assigned To:	Cavin, Doug	Email From:																							
Activity Created:	6/23/2009 11:33AM	Email To:																							
Activity Created By:	Cavin, Doug																								
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Activity Status:	Done	Activity Updated:	6/23/2009 12:00PM																						
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug																						
Activity Assigned To:	Cavin, Doug	Email From:																							
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Note Created:	Note Created By:	Note Type:																							

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/23/2009 03:21PM
Activity Type	Field Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	6/23/2009 03:20PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Final offer from AAM Shane.		

Note Created: 6/23/2009 03:20PM	Note Created By: Brown, Kevin	Note Type: Field Interaction
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<p>From: Zapcic Shane, V2-US-V-34 Sent: Tuesday, June 23, 2009 2:42 PM To: Brown Kevin, SF4-US-S-5 Subject: RE: Poss Buyback</p> <p>Hi Kevin.</p> <p>As we discussed, please discuss the repair with the customer and offer 2 lease payments as compensation for the early failure.</p> <p>Regards,</p> <p>Shane Zapcic Aftersales Area Manager BMW of North America, LLC Mobile: 805-657-3356 Fax: 661-274-9259 shane.zapcic@bmwna.com</p>	
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Activity Status:	Done	Activity Updated:	6/23/2009 04:11PM
Activity Type	Customer Interaction	Activity Updated By:	Langenbahn, John
Activity Assigned To:	Langenbahn, John	Email From:	
Activity Created:	6/23/2009 04:11PM	Email To:	
Activity Created By:	Langenbahn, John		
Activity Description:	cci for Doug, wrtr transferred cust		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	6/23/2009 04:42PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/23/2009 04:13PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci & wrtr presented the 2 pymt offer to the cust.Cust declined & indicated he wld be seeking an attorney.		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/23/2009 04:40PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/23/2009 04:40PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	cci asking about how to process the 2 payments, pls call back 818.262.7979		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/23/2009 04:43PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/23/2009 04:43PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr old cust, he decided to accept the 2 loan payments,wrtr adv of time it would take to process,		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	6/23/2009 05:22PM
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/23/2009 05:21PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wrtr emailed AAM that cust accepted 2 payments.		
Note Created: 6/23/2009 05:21PM		Note Created By: Cavin, Doug	
		Note Type: Field Interaction	

Customer Service Request Detail # 200916200406

From: Cavin Doug, SF4-O-13
 Sent: Tuesday, June 23, 2009 5:21 PM
 To: Zapc
 Subject: [REDACTED]

Customer accepted the 2 loan payments, \$854.99 each.

From: Zapcic Shane, V2-US-V-34
 Sent: Tuesday, June 23, 2009 2:42 PM
 To: Brown Kevin, SF4-US-S-5
 Subject: RE: Poss Buyback

Hi Kevin.

As we discussed, please discuss the repair with the customer and offer 2 lease payments as compensation for the early failure.

Regards,

Shane Zapcic
 Aftersales Area Manager
 BMW of North America, LLC
 Mobile: 805-657-3356
 Fax: 661-274-9259
 shane.zapcic@bmwna.com

Douglas Cavin
 Customer Relations Representative
 BMW of North America, LLC
 Direct: 614-789-7757
 Fax: 614-789-7158
 Doug.Cavin@bmwfs.com

Activity Status:	Done	Activity Updated:	6/24/2009 12:16PM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Dan
Activity Assigned To:	Miller, Dan	Email From:	
Activity Created:	6/24/2009 12:14PM	Email To:	
Activity Created By:	Miller, Dan		
Activity Description:	cci-looking for Kevin, Doug &/or Blake. wrtr xferred to Blake.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/24/2009 12:19PM
Activity Type	Customer Interaction	Activity Updated By:	Wertz, Blake
Activity Assigned To:	Wertz, Blake	Email From:	
Activity Created:	6/24/2009 12:16PM	Email To:	
Activity Created By:	Wertz, Blake		
Activity Description:	cci sttng took 2 payments and the car shut down again and it is leaking coolant and had to have veh towd and still without a car, wrtr xfrd to Doug VM		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	7/9/2009 08:15PM
Activity Type	General	Activity Updated By:	Cavin, Doug
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	6/24/2009 12:34PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 6/24/2009 12:34PM Note Created By: NET, DCS Note Type: Dealer Interaction

Viewed Service Request information: Dealer 04355 on Wed Jun 24 12:34:02 EDT 2009

Activity Status:	Done	Activity Updated:	6/24/2009 02:12PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/24/2009 02:11PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	wtr emailed SM for current diagnosis		

Note Created: 6/24/2009 02:12PM Note Created By: Cavin, Doug Note Type: Dealer Interaction

From: Cavin Doug, SF4-O-13
 Sent: Wednesday, June 24, 2009 2:12 PM
 To: 'Chris Previtere'
 Subject: LJ97593 Mr [REDACTED] back in shop

Chris,
 Apparently customer developed a coolant system issue right after he accepted 2 loan payment goodwill.
 Douglas Cavin
 Customer Relations Representative
 BMW of North America, LLC
 Direct: 614-789-7757
 Fax: 614-789-7158
 Doug.Cavin@bmwfs.com

Activity Status:	Done	Activity Updated:	6/24/2009 02:21PM
Activity Type	Customer Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	6/24/2009 02:21PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	cci for Doug, DC unavail, cust asked writer to ask Doug to call him.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	6/24/2009 02:21PM
Activity Type	Corporate Interaction	Activity Updated By:	Robison, Kate
Activity Assigned To:	Robison, Kate	Email From:	
Activity Created:	6/24/2009 02:21PM	Email To:	
Activity Created By:	Robison, Kate		
Activity Description:	writer emailed Doug to notify of cust call back request.		

Customer Service Request Detail # 200916200406

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/24/2009 02:26PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/24/2009 02:26PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: adv cust we are waiting on diagnosis from the cntr for market rep to review case					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/24/2009 07:26PM	
Activity Assigned To:		Miyoshi, Kelsey		Activity Updated By: Miyoshi, Kelsey	
Activity Created:		6/24/2009 07:26PM		Email From:	
Activity Created By:		Miyoshi, Kelsey		Email To:	
Activity Description: cci asking to speak with doug, cust declined vm					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Corporate Interaction		Activity Updated: 6/24/2009 07:27PM	
Activity Assigned To:		Miyoshi, Kelsey		Activity Updated By: Miyoshi, Kelsey	
Activity Created:		6/24/2009 07:27PM		Email From:	
Activity Created By:		Miyoshi, Kelsey		Email To:	
Activity Description: writer emailed doug notifying doug that cci					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/25/2009 02:27PM	
Activity Assigned To:		Tedeschi, Hollie		Activity Updated By: Tedeschi, Hollie	
Activity Created:		6/25/2009 02:27PM		Email From:	
Activity Created By:		Tedeschi, Hollie		Email To:	
Activity Description: cci req to spk w/doug. wrtr xferred call to ext 7757.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/25/2009 02:30PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/25/2009 02:27PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: Spk to SA about coolant issues,they are providing no ETA on the repair. needs answer on 7/02.Cntr offered X5 loaner.Still outs.					

Customer Service Request Detail # 200916200406

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/26/2009 02:30PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/26/2009 02:27PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: cci for status, adv there are no updates on repair or goodwill					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Field Interaction		Activity Updated: 6/26/2009 02:31PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/26/2009 02:29PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: spk to AAM who has also not heard back from the center.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Dealer Interaction		Activity Updated: 6/26/2009 02:35PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/26/2009 02:35PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: tried for John, SA, not avail.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/26/2009 04:04PM	
Activity Assigned To:		Cavin, Doug		Activity Updated By: Cavin, Doug	
Activity Created:		6/26/2009 04:04PM		Email From:	
Activity Created By:		Cavin, Doug		Email To:	
Activity Description: cust cld in and dropped call					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 6/26/2009 04:04PM	
Activity Assigned To:		Shelton, Kevin		Activity Updated By: Shelton, Kevin	
Activity Created:		6/26/2009 04:04PM		Email From:	
Activity Created By:		Shelton, Kevin		Email To:	
Activity Description: CCI for Doug regarding case. wrtr advsd cust that Doug was NA. cust stts he just heard from dealer who said vehicle needs to be there for 2 mor wks					

Customer Service Request Detail # 200916200406

Note Created:		Note Created By:		Note Type:	
Activity Status: Done		Activity Updated: 6/26/2009 04:08PM			
Activity Type: Corporate Interaction		Activity Updated By: Shelton, Kevin			
Activity Assigned To: Shelton, Kevin		Email From:			
Activity Created: 6/26/2009 04:07PM		Email To:			
Activity Created By: Shelton, Kevin					
Activity Description: wrtr emailed Doug regarding customer interaction. see notes					
Note Created: 6/26/2009 04:08PM		Note Created By: Shelton, Kevin		Note Type: Corporate Interaction	
<p>From: Shelton Kevin, SF4-US-S-5 Sent: Friday, June 26, 2009 4:08 PM To: Cavin Doug 13 Subject: Mr. [REDACTED] LJ97593</p> <p>Doug,</p> <p>Mr. [REDACTED] called [REDACTED] ing his case. He did not want to leave voicemail, but wants callb [REDACTED] P. Mr. [REDACTED] states that he just contacted dealer who advised that vehicle will be there for anot [REDACTED] ks.</p> <p>818-262-7979</p> <p>Kind Regards,</p> <p>Kevin Shelton Customer Relations and Services Representative</p> <p>Telephone (800) 831-1117 *7461 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status: Done		Activity Updated: 6/29/2009 09:06AM			
Activity Type: Dealer Interaction		Activity Updated By: Cavin, Doug			
Activity Assigned To: Cavin, Doug		Email From:			
Activity Created: 6/29/2009 09:06AM		Email To:			
Activity Created By: Cavin, Doug					
Activity Description: Svc Mgr deferred to AAM					
Note Created: 6/29/2009 09:06AM		Note Created By: Cavin, Doug		Note Type: Dealer Interaction	

Customer Service Request Detail # 200916200406

From: Chris Previtire [mailto:cprevitire@centerbmw.com]
 Sent: Sunday, June 28, 2009 5:45 PM
 To: Cavin Doug, SF4-O-13
 Cc: Zapcic Shane, V2-US
 Subject: Re: LJ97593 Mr. [REDACTED] back in shop

Doug, I just got back from vacation last week. Can you run this by Shane and see how he wants to handle. As you are aware customer was requesting BB after only visits.

Thanks

Chris Previtire
 Service Director
 Center BMW
 818-907-9995
 cprevitire@centerbmw.com

----- Original Message -----
 From: "Doug Cavin" <Doug.Cavin@bmwfs.com>
 To: cprevitire@centerbmw.com
 Sent: Wednesday, Jun 24, 2009 11:39 AM GMT -08:00 US/Canada Pacific
 Subject: LJ97593 Mr. [REDACTED] back in shop

Chris,

Apparently customer developed a coolant system issue right after he accepted 2 loan payment goodwill.

Douglas Cavin
 Customer Relations Representative
 BMW of North America, LLC
 Direct: 614-789-7757
 Fax: 614-789-7158
 Doug.Cavin@bmwfs.com

Activity Status:	Done	Activity Updated:	6/29/2009 01:27PM
Activity Type	Customer Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	6/29/2009 01:25PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	cci asking to spk w/Doug, wrtr advsd cust Doug n/a and trnsfrd cust to Doug vmail		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	6/29/2009 01:32PM
Activity Type	Field Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/29/2009 01:32PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	spk to Shane Z., adv he wld touchbase with svc mgr on true ETA for this repair& make an offer,		

Note Created:	Note Created By:	Note Type:
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Customer Service Request Detail # 200916200406

Activity Status:	Done	Activity Updated:	6/29/2009 02:47PM
Activity Type	Customer Interaction	Activity Updated By:	Snavley, Brad
Activity Assigned To:	Snavley, Brad	Email From:	
Activity Created:	6/29/2009 02:47PM	Email To:	
Activity Created By:	Snavley, Brad		
Activity Description:	cci asking to speak to Doug. Doug unavail. Wrtr told cust Doug is working on case. Cust req wrtr have Doug cb [REDACTED]		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/29/2009 02:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Snavley, Brad
Activity Assigned To:	Snavley, Brad	Email From:	
Activity Created:	6/29/2009 02:49PM	Email To:	
Activity Created By:	Snavley, Brad		
Activity Description:	see notes:		

Note Created: 6/29/2009 02:49PM	Note Created By: Snavley, Brad	Note Type: Corporate Interaction
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<p>Hey Doug</p> <p>[REDACTED] called in for you. He would like you to call him back when you can@ [REDACTED] Thanks!</p> <p>Kind Regards, Brad S. Snavley Customer Relations and Services Specialist Telephone (614) 718-6213 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Activity Status:	Done	Activity Updated:	6/29/2009 02:51PM
Activity Type	Customer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/29/2009 02:51PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	advised cust he needs better loaner car, adv cust we have no power there, AAM speaking to svc mgr today to give us answer.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/30/2009 05:06PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavin, Doug
Activity Assigned To:	Cavin, Doug	Email From:	
Activity Created:	6/30/2009 05:06PM	Email To:	
Activity Created By:	Cavin, Doug		
Activity Description:	lvm for SM for any status info		

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 200916200406

Activity Status: Done		Activity Updated: 7/1/2009 02:31PM	
Activity Type: Customer Interaction		Activity Updated By: Langenbahn, John	
Activity Assigned To: Langenbahn, John		Email From:	
Activity Created: 7/1/2009 02:31PM		Email To:	
Activity Created By: Langenbahn, John			
Activity Description: cci for Doug, wrtr transferred cust			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/1/2009 02:33PM	
Activity Type: Customer Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/1/2009 02:31PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: cust cld in for status on his case.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/1/2009 02:33PM	
Activity Type: Field Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/1/2009 02:33PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: wrtr spk to AAM, on his way to make a call on Center BMW right now, will have an answer for cust after that.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/1/2009 08:17PM	
Activity Type: Customer Interaction		Activity Updated By: Gunn, Tina	
Activity Assigned To: Gunn, Tina		Email From:	
Activity Created: 7/1/2009 08:16PM		Email To:	
Activity Created By: Gunn, Tina			
Activity Description: cci requesting to speak with Doug. wrtr warm transferred cust to Doug			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/1/2009 08:19PM	
Activity Type: Field Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/1/2009 08:19PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: Spk-shane zapcic, vehicle to be rprd tomorrow & returned. NO add'l inc to GW offer, no repurchase. Cust declined. Cust to spk to his attorney.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200916200406

Activity Status: Done		Activity Updated: 7/2/2009 04:37PM	
Activity Type: Customer Interaction		Activity Updated By: Shelton, Kevin	
Activity Assigned To: Shelton, Kevin		Email From:	
Activity Created: 7/2/2009 04:37PM		Email To:	
Activity Created By: Shelton, Kevin			
Activity Description: CCI for Doug. wrtr transferred cust to Doug for further asst with case			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/2/2009 04:38PM	
Activity Type: Customer Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/2/2009 04:38PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: Cust ask'd about orig 2 pymt offer, writer adv. cust as of last conversation,he dmnd repurchase, ind he was not accepting offer,& wld be seeking atty.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/6/2009 06:22PM	
Activity Type: Field Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/6/2009 06:19PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: wrtr spk to shane zapcic,adv touching base w/jersey & reoffering 2 pymts w/signed release.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/8/2009 11:48AM	
Activity Type: Corporate Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/8/2009 11:48AM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: wrtr verified w/nancy if OK to still offer payments.She Ok'd			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/8/2009 11:50AM	
Activity Type: Customer Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/8/2009 11:50AM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: Cld cst.& cust declined 2 pymts again,now stating again he has cont attorney.Will be taking veh back to cntr today for coolant concern/detail.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200916200406

Activity Status: Done		Activity Updated: 7/8/2009 11:52AM	
Activity Type: Dealer Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/8/2009 11:52AM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: wrtr lvm for chris previtre.			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/8/2009 03:21PM	
Activity Type: Dealer Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/8/2009 03:21PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: chris previtre ind. cust has not told him about new issues. Remembers only offer we made was 2 pymts			
Note Created:		Note Created By:	
		Note Type:	
Activity Status: Done		Activity Updated: 7/9/2009 08:14PM	
Activity Type: Corporate Interaction		Activity Updated By: Cavin, Doug	
Activity Assigned To: Cavin, Doug		Email From:	
Activity Created: 7/9/2009 08:14PM		Email To:	
Activity Created By: Cavin, Doug			
Activity Description: closing case, customer balked after asking for 2 pymts reimb,ind he wld seek attorney.			
Note Created:		Note Created By:	
		Note Type:	

Customer Service Request Detail # 200934300198

Customer

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

Service Request

Service Request #:	200934300198
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	12/9/2009 10:49AM
Created By:	Snavley, Brad
Rep Assigned:	Snavley, Brad
Date Assigned:	12/9/2009 10:50AM
Assigned Dealer:	Santa Fe BMW
Identified Dealer:	Santa Fe BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	12/9/2009 10:52AM
Close Rep:	Snavley, Brad
Issue Note:	repeat repair, hpfp

Vehicle

VIN:	5UXFF03519L [REDACTED]
Chassis # (US):	LJ95164
Chassis # (Non - US):	
Year:	2009
Model:	X5 xDrive35d
Mileage:	5,000
Sale:	05/06/09
In Service Date:	12/30/08
Production Date:	10/31/08

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP

Solution Notes

Created	Solution
12/9/2009	Wrtr adv cust to have dlr diagnose, speak to SM, cb if needed.

Attachments

File Name	Comments

Customer Service Request Detail # 200934300198

Activity Status:	Done	Activity Updated:	12/9/2009 10:52AM
Activity Type	Customer Interaction	Activity Updated By:	Snavley, Brad
Activity Assigned To:	Snavley, Brad	Email From:	
Activity Created:	12/9/2009 10:50AM	Email To:	
Activity Created By:	Snavley, Brad		
Activity Description:	repeat repair, hpfp - cust sttd taking to dlrship for 3rd time, not diagnosed yet. Wrtr adv cust to have dlr diagnose, speak to SM, cb if needed.		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201016000349

Customer

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

Service Request

Service Request #:	201016000349
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	6/9/2010 11:05AM
Created By:	Spenthoff, Stefan
Rep Assigned:	Spenthoff, Stefan
Date Assigned:	6/9/2010 11:05AM
Assigned Dealer:	BMW of Escondido
Identified Dealer:	BMW of Escondido
Date Resolved:	
Resolve Rep:	
Date Closed:	6/9/2010 11:13AM
Close Rep:	Spenthoff, Stefan
Issue Note:	Complaint about repeat fuel supply systems. Cust wants to document situation in case things continue

Vehicle

VIN:	5UXFF03599L [REDACTED]
Chassis # (US):	LJ97471
Chassis # (Non - US):	
Year:	2009
Model:	X5 xDrive35d
Mileage:	22,000
Sale:	08/26/09
In Service Date:	04/30/09
Production Date:	03/17/09

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV49	N54 HIGH PRESSURE FUEL PUMP (HPFP) WARRANTY	N54 HIGH PRESSURE FUEL PUM	FN01	N54 HIGH PRESSURE FUEL PUMP (HPFP) WARRA
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1600	FUEL SUPPLY SYSTEMS

Solution Notes

Created	Solution
6/9/2010	Wrtr apologized to the customer for the situation and adv the customer I would document his situation, cust thanked wrtr for his help.

Attachments

File Name	Comments

Customer Service Request Detail # 201016000349

Activity Status:	Done	Activity Updated:	6/10/2010 04:34PM
Activity Type	Email - Inbound	Activity Updated By:	Stursa, Ashley
Activity Assigned To:	Stursa, Ashley	Email From:	rveastman@gmail.com
Activity Created:	6/8/2010 02:43PM	Email To:	CustRel2 <CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Other		

Note Created:	Note Created By:	Note Type:
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	<p>From: [REDACTED] Subject: Other</p> <p>VIN: 5UXFF03599L [REDACTED] ModelYear: 2009 MfgNm: BMW ModelNm: X5 xDrive35d</p> <p>ContactBy: email ContactPhone: Contact email: [REDACTED] Comm [REDACTED] e with a direct contact email or phone number for a BMWUSA national service administrator or customer care representative. Thank you, Richard Eastman CustomerNo: 3742183 Accountid: [REDACTED] 9 [REDACTED] [REDACTED] formid: 1001 Vins: 5UXFF03599L [REDACTED]</p>
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Activity Status:	Done	Activity Updated:	6/9/2010 11:13AM
Activity Type	Customer Interaction	Activity Updated By:	Spenthoff, Stefan
Activity Assigned To:	Spenthoff, Stefan	Email From:	
Activity Created:	6/9/2010 11:05AM	Email To:	
Activity Created By:	Spenthoff, Stefan		
Activity Description:	Complaint about repeat fuel supply systems. Cust wants to documen Cust stts high pressure fuel pump being replaced now and also previous fuel repair.>		

Note Created: 6/9/2010 11:11AM	Note Created By: Spenthoff, Stefan	Note Type: Customer Interaction
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<p>Cust adv his purpose of his call was to have us document the situation. Cust stts if he continues to have problems with the vehicle then he will reach back out to BMW CR if he feels nec. Wrtr apologized to the customer for the situation and adv the customer I would document his situation, cust thanked wrtr for his help.</p>	
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Customer Service Request Detail # 201025101384

Customer

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

Service Request

Service Request #: 201025101384
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 9/8/2010 06:43PM
 Created By: McClary, Marie
 Rep Assigned: Young, Elaine
 Date Assigned: 10/1/2010 12:54PM
 Assigned Dealer: Sterling BMW
 Identified Dealer: Sterling BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 10/21/2010 02:36PM
 Close Rep: Young, Elaine
 Issue Note: Esc to Core. Repeat repairs wants buyback

Vehicle

VIN: 5UXFF03539L [REDACTED]
 Chassis # (US): LJ96459
 Chassis # (Non - US):
 Year: 2009
 Model: X5 xDrive35d
 Mileage: 17,000
 Sale:
 In Service Date: 06/06/09
 Production Date: 12/11/08

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV49	N54 HIGH PRESSURE FUEL PUMP (HPFP) WARRANTY	N54 HIGH PRESSURE FUEL PUM	FN01	N54 HIGH PRESSURE FUEL PUMP (HPFP) WARRA
SV17	REPEAT REPAIR/COMEBACK	ENGINE - INTERNAL & EXTERNAI	1126	ENGINE - OIL COOLER THERMOSTAT
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LAW)	Repurchase/Replacement Due to D	GB00	Repurchase/Replacement Due to Days Down

Solution Notes

Created	Solution
10/21/2010	BMWNA repurchased vehicle per California Lemon Law . Surrender is complete.

Attachments

File Name	Comments
Chuang, Michelle DLr Pkg LJ96459ChuangMichelle	

Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	9/8/2010 06:48PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/8/2010 06:45PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	Repeat repairs wants buyback wrtr adv wld research cb 3-5 bd		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/8/2010 06:49PM
Activity Type	General	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/8/2010 06:49PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	preferred cb# [REDACTED]		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/9/2010 01:48PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/9/2010 01:48PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr called SM, n/a left msg		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	9/15/2010 01:55PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/15/2010 01:55PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr emailed SM to confirm days down/svc history		

Note Created: 9/15/2010 01:55PM	Note Created By: McClary, Marie	Note Type: Customer Interaction
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Customer Service Request Detail # 201025101384

<p>From: McClary Marie, SF4-US-S-5 Sent: Wednesday, September 15, 2010 1:55 PM To: 'service@sterlingbmw.com' Subject: CR Buyback Request - [REDACTED]</p> <p>I'm writing to you in regards to the below customer who is seeking a manufacturing buyback. Could you confirm the service history as it appears below and the number of days out of service at your facility? Thanks in advance for your help.</p> <p>Customer's Name: [REDACTED] Customer's Contact: [REDACTED] VIN: 5UXFF03539L [REDACTED] In-Service Date: 6/6/2009 Current Miles: 22,000 Center Name: Sterling BMW Price of Repair - Labor: Buyback request Price of Repair - Parts: Buyback request Service Request Number: 201025101384 Days Down: unverified Ownership: Original owner Financed: Financed with BMW FS Current Status of Vehicle: In customer's possession</p> <p>----- CUSTOMER ISSUE:</p> <p>Vehicle has had multiple issues as follows:</p> <ol style="list-style-type: none">1. 7/20/2009 Driving at constant speed when engine is cold misfires / malfunction, reprogramming 2,280 miles2. 9/2/2009 Diesel particle filter (DPF) permanent malfunction 4,8523. 9/28/2009 Defective metering valve for diesel exhaust fluid 6,029 miles4. 3/15/2010 Replaced DVD Drive 13,8255. 6/21/2010 (US diesel) Program control units (DDE data status), (US diesel) Replace charge-air temperature sensor 19,255 miles6. 8/18/2010 EGR Cooler Faulty 21,866 miles <p>CUSTOMER'S REQUEST: Customer is seeking a manufacturing repurchase.</p> <p>ADDITIONAL INFORMATION: AS A GESTURE OF GOODWILL CLIENT REIMBURSED FOR 2 LEASE PAYMENTS OF 589.10 TOTALING 1,178.20 DUE TO ISSUES WITH THE EXHAUST FLUID SYSTEM. SYSTEM IS REPAIRED REFUND CHECK 111815 10/8/2009</p> <p>Kind regards, Marie McClary Customer Relations and Services Customer Assistance Manager Telephone (614) 718-6957 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>	
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Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	9/15/2010 03:46PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/15/2010 03:46PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr called cust, n/a left msg adv req is still being reviewed left ext if any questions in meantime.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/17/2010 05:44PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/17/2010 05:44PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr spk with SM will email service history on monday.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/22/2010 11:40AM
Activity Type	Dealer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/22/2010 11:40AM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	*** previous activities miscoded as cust interaction.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/22/2010 11:41AM
Activity Type	Dealer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/22/2010 11:41AM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr called SM, warranty admin has been out will be emailing svc hist today.		
Note Created:		Note Created By:	
Activity Status:	Done	Activity Updated:	9/22/2010 03:05PM
Activity Type	Customer Interaction	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/22/2010 03:05PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr called cust, n/a left msg		
Note Created:		Note Created By:	

Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	9/27/2010 11:36AM
Activity Type	Market Liaison Escalation	Activity Updated By:	McClary, Marie
Activity Assigned To:	McClary, Marie	Email From:	
Activity Created:	9/27/2010 11:35AM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wtr emailed backup ML bpaff		

Note Created: 9/27/2010 11:35AM

Note Created By: McClary, Marie

Note Type: Market Liaison Escalation

From: McClary Marie, SF4-US-S-5
Sent: Monday, September 27, 2010 11:35 AM
To: Pfaffinger Bill, SF4-US-S-5
Subject: CA M [REDACTED] alation - SR # 201025101384 - [REDACTED] -
5UXFF03539L [REDACTED] Sterling BMW (selling) - Sterling BMW (servicing)

SR#: 201025101384
In-Service Date: 6/6/2009
Current Miles: 17,000
Center Name: Sterling BMW
Price of Repair - Labor: Repurchase request
Price of Repair - Parts: Repurchase request
Days Down: 38 according to SM Kevin Ormes
Ownership: Original owner
Brand History: First and Only BMW on File
Financed: Financed with BMW FS
Current Status of Vehicle: In customer's possession

CUSTOMER ISSUE:

Customer has had sundry issues. Since purchase she has had 2 cooler replacements, 1 thermostat replacement, DVD drive replacement, replacement of metering unit, incorrect diesel fluid and reprogramming.

CUSTOMER'S REQUEST:

Customer is seeking repurchase based on days out of service.

CENTER COMMENTS:

SM Kevin Ormes has emailed service history. Vehicle has been fully serviced at that location.

Kind regards,
Marie McClary
Customer Relations and Services
Customer Assistance Manager
Telephone (614) 718-6957
Fax (614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	9/30/2010 12:50PM
Activity Type	Market Liaison Escalation	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	9/27/2010 12:05PM	Email To:	
Activity Created By:	McClary, Marie		
Activity Description:	wrtr assigned case to backup ML bpfaff		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	9/30/2010 10:11AM
Activity Type	Escalate to Core	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	9/30/2010 10:10AM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	email to Fran at CORE		
Note Created: 9/30/2010 10:11AM		Note Created By: Pfaffinger, Bill	Note Type: Escalate to Core

Customer Service Request Detail # 201025101384

From: Pfaffinger Bill, SF4-US-S-5
Sent: Thursday, September 30, 2010 10:10 AM
To: Kinum Fran, V2-US-A-51
Subject: Market [REDACTED] n /201026300576/ Mrs. [REDACTED]
WBAVB775X8N [REDACTED] Sterling BMW

Fran,

This customer is requesting a repurchase based on days down of 38 and multiple repairs on the vehicle. Service Manager Kevin confirms they have replaced the cooler twice and the thermostat once. Kevin also confirms the vehicle has 38 days down. Looks like we have already provided one goodwill payment of \$1,178.20 back in October of 2009.

8/14/10 – replaced cooler – 21,867 miles
9/8/10 – replaced cooler and replaced thermostat – 22,366 miles

Let me know how you would like to proceed.

Kind regards,
Bill Pfaffinger
Customer Relations and Services
Customer Assistance Manager
Telephone
(614) 789-7305
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer's Name: Ms. [REDACTED]
Customer's Contact N [REDACTED]
VIN: WBAVB775X8N [REDACTED]
In-Service Date: 9/13/2008
Current Miles: 46,000
Center Name: Sterling BMW
Price of Repair: N/A
Service Request Number: 201026300576
Days Down: 38
Ownership: Original Owner
Brand History: 1st BMW
Financed: Retail – 36 payments remaining at \$ 909.54/month
Current Status of Vehicle: At the Dealer

CUSTOMER ISSUE: Customer states she has had several repeat visits for fuel related issues on the car. She said there have been 2 pumps, a reprogramming, and a pressure sensor replaced. She said the car is currently in again for a check engine light and rough running.

CUSTOMER'S REQUEST: Customer requests BMW NA take her out of this vehicle. She did mention if the car is taken back and she gets the money back for it, she will go buy another BMW.

CENTER COMMENTS: Service Manager Kevin at Sterling BMW stated the car has been down for 38 days. There has been issues with the cooler and thermostat.

ADDITIONAL INFORMATION: Service History is ...

Customer Service Request Detail # 201025101384

... attached.		...	
Kind regards, Rick Hite Customer Relations and Services Customer Assistance Manager Telephone 1 (800) 831-1117 ext. 6155 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227			
Activity Status:	Done	Activity Updated:	9/30/2010 12:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Pfaffinger, Bill
Activity Assigned To:	Pfaffinger, Bill	Email From:	
Activity Created:	9/30/2010 12:50PM	Email To:	
Activity Created By:	Pfaffinger, Bill		
Activity Description:	email from Fran at CORE		
Note Created: 9/30/2010 12:50PM		Note Created By: Pfaffinger, Bill	
		Note Type: Corporate Interaction	

Customer Service Request Detail # 201025101384

From: Kimnum Fran, V2-US-A-51
Sent: Thursday, September 30, 2010 12:47 PM
To: Pfaffinger Bill, SF4-US-S-5
Cc: O'Neill Jennifer
Subject: RE: Ma alation /201026300576/ Mrs
WBAVB775X8N Sterling BMW

Jenn- please assign

From: Pfaffinger Bill, SF4-US-S-5
Sent: Thursday, September 30, 2010 10:10 AM
To: Kimnum Fran, V2-US-A-51
Subject: Market on /201026300576/ Mrs.
WBAVB775X8N Sterling BMW

Fran,

This customer is requesting a repurchase based on days down of 38 and multiple repairs on the vehicle. Service Manager Kevin confirms they have replaced the cooler twice and the thermostat once. Kevin also confirms the vehicle has 38 days down. Looks like we have already provided one goodwill payment of \$1,178.20 back in October of 2009.

8/14/10 – replaced cooler – 21,867 miles
9/8/10 – replaced cooler and replaced thermostat – 22,366 miles

Let me know how you would like to proceed.

Kind regards,
Bill Pfaffinger
Customer Relations and Services
Customer Assistance Manager
Telephone
(614) 789-7305
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer's Name: Ms.
Customers Contact N
VIN: WBAVB775X8N
In-Service Date: 9/13/2006
Current Miles: 46,000
Center Name: Sterling BMW
Price of Repair: N/A
Service Request Number: 201026300576
Days Down: 38
Ownership: Original Owner
Brand History: 1st BMW
Financed: Retail – 36 payments remaining at \$ 909.54/month
Current Status of Vehicle: At the Dealer

CUSTOMER ISSUE: Customer states she has had several repeat visits for fuel related issues on the car. She said there have been 2 pumps, a reprogramming, and a pressure sensor replaced. She said the car is currently in again for a check engine light and ...

Customer Service Request Detail # 201025101384

<p>... rough running.</p> <p>CUSTOMER'S REQUEST: Customer requests BMW NA take her out of this vehicle. She did mention if the car is taken back and she gets the money back for it, she will go buy another BMW.</p> <p>CENTER COMMENTS: Service Manager Kevin at Sterling BMW stated the car has been down for 38 days. There has been issues with the cooler and thermostat.</p> <p>ADDITIONAL INFORMATION: Service History is attached.</p> <p>Kind regards, Rick Hite Customer Relations and Services Customer Assistance Manager Telephone 1 (800) 831-1117 ext. 6155 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>		...	
Activity Status:	Done	Activity Updated:	10/1/2010 01:59PM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/1/2010 01:58PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	CRITICAL sent to the field-see note		
Note Created: 10/1/2010 01:59PM		Note Created By: Young, Elaine	
		Note Type: Field Interaction	

Customer Service Request Detail # 201025101384

From: Young Elaine, (T)
Sent: Friday, October 01, 2010 1:59 PM
To: Slingland Ken, V2-US-V-3-S-32; Riper Andy, V2-US-V-3-S-33; Brown Richard, V2-US-V-3-A
Subject: [REDACTED] Vin LJ96459-Sterling BMW-2009 BMW X5

Hi Team,

This customer has been escalated from our Ohio Office. Per the Ohio Rep:

This customer is requesting a repurchase based on days down of 38 and multiple repairs on the vehicle. Service Manager Kevin confirms they have replaced the cooler twice and the thermostat once. Kevin also confirms the vehicle has 38 days down. Looks like we have already provided one goodwill payment of \$1,178.20 back in October of 2009.

8/14/10 – replaced cooler – 21,867 miles
9/8/10 – replaced cooler and replaced thermostat – 22,366 miles

Customer's Name: Ms. [REDACTED]
Customer's Contact N [REDACTED]
VIN: WBAVB775X8N [REDACTED]
In-Service Date: 9/13/2008
Current Miles: 46,000
Center Name: Sterling BMW
Days Down: 38
Ownership: Original Owner
Current Status of Vehicle: At the Dealer

CUSTOMER ISSUE: Customer states she has had several repeat visits for fuel related issues on the car. She said there have been 2 pumps, a reprogramming, and a pressure sensor replaced. She said the car is currently in again for a check engine light and rough running.

CUSTOMER'S REQUEST: Customer requests BMW NA take her out of this vehicle. She did mention if the car is taken back and she gets the money back for it, she will go buy another BMW.

CENTER COMMENTS: Service Manager Kevin at Sterling BMW stated the car has been down for 38 days. There has been issues with the cooler and thermostat.

ADDITIONAL INFORMATION: Service History is attached.

Please advise how you would like me to proceed. Thanks.

Elaine

Kind regards,
Rick Hite
Customer Relations and Services
Customer Assistance Manager
Telephone
1 (800) 831-1117 ext. 6155
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, ...

Customer Service Request Detail # 201025101384

... NJ 07675-1227 Elaine Young Customer Relations and Services Representative V2-US-A51 Telephone: 201-263-8232 800 831-1117 x8232 Fax: 201-930-8484 Mailing Address: PO Box 1227 Westwood, NJ 07675-1227 At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY	
Activity Status:	Done	Activity Updated:	10/1/2010 02:29PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/1/2010 02:29PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Lft vml for cust I hv refrd file to Mkt tm and wl cl her when I get a response		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/5/2010 09:12AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/5/2010 09:12AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Cust lft vml for me to cl her.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	10/5/2010 09:13AM
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/5/2010 09:13AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	AAm apprvd buybk-see note		
Note Created:	10/5/2010 09:13AM	Note Created By:	Young, Elaine
		Note Type:	Field Interaction

Customer Service Request Detail # 201025101384

From: Riper Andy, V2-US-V-3-S-33
Sent: Monday, October 04, 2010 2:36 PM
To: Young Elaine, (T)
Cc: Fulton Ja
Subject: RE: [REDACTED]-Vin L [REDACTED] Sterling BMW-2009 BMW X5

Elaine,

Please offer this customer a repurchase. Take back any goodwill given, including the payment mentioned below.

Reason for repurchase is 30+ days out of service. Sub-category is other. Difficult issue to diagnose and repair, RTE involved.

Thanks,

Andy

Activity Status:	Done	Activity Updated:	10/5/2010 09:21AM
Activity Type	BMWFS Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/5/2010 09:21AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Reqst financials frm Fs-see note		
Note Created: 10/5/2010 09:21AM		Note Created By: Young, Elaine	
Note Type: BMWFS Interaction			

Customer Service Request Detail # 201025101384

From: Young Elaine, (T)
Sent: Tuesday, October 05, 2010 9:15 AM
To: Brown K 6
Subject: RE: [REDACTED] Vin L [REDACTED]

Good morning Kevin,

Can you please provide me with payment history, contract and current payoff for this customer?

Also, please place a credit hold on the account. Thank you.

Sincerely,
Elaine

Elaine Young
Customer Relations and Services
Representative
V2-US-A51

Telephone:
201-263-8232
800 831-1117 x8232
Fax:
201-930-8484
Mailing Address:
PO Box 1227
Westwood, NJ 07675-1227

At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.

Activity Status:	Done	Activity Updated:	10/5/2010 03:44PM
Activity Type	BMWFS Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/5/2010 03:43PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	FS sent info-see note		

Note Created: 10/5/2010 03:43PM Note Created By: Young, Elaine Note Type: BMWFS Interaction

From: Brown Kevin, SF2-US-S-6
Sent: Tuesday, October 05, 2010 1:29 PM
To: Young Elaine, (T)
Cc: Martin Jacob
Subject: RE: RE: [REDACTED] Vin L [REDACTED]

Elaine,

Jake will place the credit hold.

Kevin

Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	10/5/2010 03:44PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/5/2010 03:44PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	LWTC for cust		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/7/2010 08:49AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/7/2010 08:49AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Advd custbuk aprvd. I wl get settlmnt to her .		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/7/2010 09:20AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/7/2010 09:19AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Sent repurchase settlmnt agrmnt to cust-see note		
Note Created: 10/7/2010 09:19AM		Note Created By: Young, Elaine	
		Note Type: Customer Interaction	

Customer Service Request Detail # 201025101384

From: Young Elaine, (T)
Sent: Thursday, October 07, 2010 9:19 AM
To: 'mei520@'
Subject: RE: [REDACTED] Vin L [REDACTED]

Good morning [REDACTED]

Attached is the repurchase settlement agreement for your vehicle. Please review it and then sign, notarize and return it to me along with a copy of your current registration. My fax number is 201 930-8484. Make a copy for your records and mail the original back to my attention to the P.O. box at the bottom of my email. Once I get your fax I will start the process for surrender.

Here is the breakdown:

Down payment	\$30,000.00
Loan payments	\$8,924.88
Good will already provided	-\$1,178.20
Late Pymnt fees	-\$88.38
Mileage offset (2,280 miles)	-\$1,112.39

Total due to customer \$36,545.91

Plus BMW NA will pay off your loan with BMW Financial Services for approximately \$25,141.86. There is a credit hold on this account. Please do not make any additional payments. In addition, please cancel any automatic payment arrangements you have set up.

Once I receive your signed settlement I will start the surrender process. I send your information to the vendor, ISG, who we have hired to do our repurchases. They will get the necessary checks issued. When the checks are ready an agent will contact you to set up a mutually agreeable surrender date. (This entire process takes approx. 2-3 weeks from the time I receive your information.) On that day you will bring your car to Sterling BMW where it will be inspected by the agent. You will be responsible for any damage to the car other than normal wear and tear. All keys and manuals must also be in the car. Once the car passes the inspection and you sign the necessary paperwork you are given a check and the dealer takes the car. Your loan with BMW FS is paid off in about 48 business hours.

Any questions, please contact me.

Regards,
Elaine

Elaine Young
Customer Relations and Services
Representative
V2-US-A51

Telephone:
201-263-8232
800 831-1117 x8232

...

Customer Service Request Detail # 201025101384

... Fax: 201-930-8484 Mailing Address: PO 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	
Activity Status:	Done	Activity Updated:	10/12/2010 08:08AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/12/2010 08:08AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Cust sent signed settlmnt.		
Note Created:		Note Created By:	
		Note Type:	
Activity Status:	Done	Activity Updated:	10/12/2010 08:13AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/12/2010 08:12AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Advd cust revcd settlmnt and will start process-see note		
Note Created: 10/12/2010 08:13AM		Note Created By: Young, Elaine	
		Note Type: Customer Interaction	

Customer Service Request Detail # 201025101384

From: Young Elaine, (T)
 Sent: 10/12/2010 8:13 AM
 To: [REDACTED]
 Subj: [REDACTED] Vin L [REDACTED]

Good morning [REDACTED]

I have received your signed settlement and have forwarded your information to ISG. They will now start the surrender process. Thank you.

Sincerely,
 Elaine

Elaine Young
 Customer Relations and Services
 Representative
 V2-US-A51

Telephone:
 201-263-8232
 800 831-1117 x8232
 Fax:
 201-930-8484
 Mailing Address:
 PO Box 1227
 Westwood, NJ 07675-1227

At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.

Activity Status:	Done	Activity Updated:	10/12/2010 09:57AM
Activity Type	ISG Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/12/2010 09:57AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Sent buybk settlmnt pkg to ISG		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/12/2010 10:58AM
Activity Type	ISG Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/12/2010 10:58AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	ISG recvd settlmnt-see note		

Note Created: 10/12/2010 10:58AM	Note Created By: Young, Elaine	Note Type: ISG Interaction
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Customer Service Request Detail # 201025101384

<p>-----Original Message----- From: BWessenberg@impartialservices.com [mailto:BWessenberg@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Tuesday, October 12, 2010 10:03 AM To: Martin Leslie, (T); Fulton Jay, V2-US-V-3-C; tmckee@impartialservices.com; JJackson@impartialservices.com; tnewton@impartialservices.com Cc: Slingland Ken, V2-US-V-3-S-32; Riper Andy, V2-US-V-3-S-33; Young Elaine, (T); Brown Richard, V2-US- Subject: 5UXFF03539L [REDACTED] 10/12/2010, Sterling BMW (86513P)</p> <p>Impartial Services Group (ISG) has received the above referenced case through its Portal. Please let us know if you have any questions.</p> <p>Case Details</p> <p>Vehicle: 2009 BMW X6 xDrive35i Dealer Name: Sterling BMW Dealer Contact: Dealer Email Provided: Reason for Buyback: Is Vehicle Repaired: Case Originated From: Customer Relations - Elaine Young</p>	
<p>Activity Status: Done Activity Type: ISG Interaction Activity Assigned To: Young, Elaine Activity Created: 10/14/2010 07:51AM Activity Created By: Young, Elaine Activity Description: Chk reqst sent-see note</p>	<p>Activity Updated: 10/14/2010 07:52AM Activity Updated By: Young, Elaine Email From: Email To:</p>
<p>Note Created: 10/14/2010 07:52AM Note Created By: Young, Elaine Note Type: ISG Interaction</p>	
<p>From: tnewton@impartialservices.com [mailto:tnewton@impartialservices.com] Sent: Wednesday, October 13, 2010 4:49 PM To: Fulton Jay, V2-US-V-3-C Cc: Young Elaine, (T) Subject: Check request needing approval - [REDACTED]</p> <p>Tracy Newton Reacquisition Coordinator Impartial Services Group 105 Decker Court Suite 300 Irving, TX 75062 P 800-215-6230 x506 F 972-652-3590</p> <p>This e-mail transmission and any documents, files or previous e-mail messages attached to it, are confidential, privileged and/or exempt from disclosure under applicable law. If you are not the intended recipient, or a person responsible for delivering it to the intended recipient, you are hereby notified that any review, disclosure, copying, dissemination, destruction or use of any of the information contained in, or attached to this e-mail is strictly prohibited. If you have received this transmission in error, please immediately notify me by forwarding this e-mail to me and then delete the message and its attachments from your computer. Thank you.</p>	

Customer Service Request Detail # 201025101384

Activity Status:	Done	Activity Updated:	10/15/2010 10:47AM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/15/2010 10:47AM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Cust sent orig signed settlmnt.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/15/2010 03:05PM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/15/2010 03:05PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	CHK reqst apprvd-see note		

Note Created: 10/15/2010 03:05PM	Note Created By: Young, Elaine	Note Type: Corporate Interaction
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<p>From: Fulton Jay, V2-US-V-3-C Sent: Friday, October 15, 2010 1:41 PM To: tnewton@impartialservices.com Cc: Young Elaine, (T) Subject: RE: Check request needing approval - L [REDACTED]</p> <p>From: Philips Kevin, V2-US-V-3-A Sent: Thursday, October 14, 2010 11:25 PM To: Fulton Jay, V2-US-V-3-C Subject: RE: Check request needing approval - L [REDACTED]</p> <p>Approved per Kevin Philips</p> <p>Kevin Philips Regional Aftersales Manager - West BMW of North America, LLC Kevin.Philips@BMWNA.com www.BMWGroupNA.com www.BMWUSA.com www.MINIUSA.com</p>	
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Activity Status:	Done	Activity Updated:	10/15/2010 03:52PM
Activity Type	Corporate Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/15/2010 03:52PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Chk reqst apprvd agn-see note		

Note Created: 10/15/2010 03:52PM	Note Created By: Young, Elaine	Note Type: Corporate Interaction
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Customer Service Request Detail # 201025101384

From: Fulton Jay, V2-US-V-3-C
Sent: Friday, October 15, 2010 1:41 PM
To: tnewton@impartialservices.com
Cc: Young Elaine, (T)
Subject: RE: Check request needing approval - L [REDACTED]

From: Philips Kevin, V2-US-V-3-A
Sent: Thursday, October 14, 2010 11:25 PM
To: Fulton Jay, V2-US-V-3-C
Subject: RE: Check request needing approval - L [REDACTED]

Approved per Kevin Philips

Kevin Philips

Regional Aftersales Manager - West
BMW of North America, LLC

Kevin.Philips@BMWNA.com

www.BMWGroupNA.com
www.BMWUSA.com
www.MINIUSA.com

Activity Status:	Done	Activity Updated:	10/19/2010 01:01PM
Activity Type	ISG Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/19/2010 01:01PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Agent is assigned-see note		

Note Created: 10/19/2010 01:01PM

Note Created By: Young, Elaine

Note Type: ISG Interaction

Customer Service Request Detail # 201025101384

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Tuesday, October 19, 2010 12:53 PM
To: tnewton@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Morris Penni, V2-US-V-3-A; Martin Leslie, (T); Fulton Jay, V2-US-V-3-C; Fulton Jay, V2-US-V-3-C; Young Elaine, (T); Brown Richard, V2-US-V-3-A; Slinga [REDACTED] V2-US-V-3 [REDACTED] Riper Andy, V2-US-V-3-S-33
Subject: ASSIGNED: Owner=[REDACTED] / Vin#[REDACTED]

The Transfer Agent: Ken Kaiden has been assigned to the above referenced case.

Case Details

Vehicle: 2009 BMW X6 xDrive35i
Dealer Name: Sterling BMW
Dealer Contact: Kevin Ormes
Dealer Email Provided:
Reason for Buyback: EGR Cooler
Is Vehicle Repaired:
Defect Code:11710648
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Activity Status:	Done	Activity Updated:	10/20/2010 01:16PM
Activity Type	ISG Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	10/20/2010 01:15PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Surrender date set-see note		

Note Created: 10/20/2010 01:16PM

Note Created By: Young, Elaine

Note Type: ISG Interaction

Customer Service Request Detail # 201025101384

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Wednesday, October 20, 2010 1:06 PM
To: tnewton@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Morris Penni, V2-US-V-3-A; Martin Leslie, (T); Fulton Jay, V2-US-V-3-C; Fulton Jay, V2-US-V-3-C; Young Elaine, (T); Brown Richard, V2-US-V-3-A; Slingland S-V-3-S- er Andy, V2-US-V-3-S-33
Subject: MEETING SET: Owne [REDACTED] / Vin#[REDACTED]

The above referenced vehicle surrender will be completed on 10/21/2010, 10:30 AM at STERLING BMW/86513P.

Case Details

Vehicle: 2009 BMW X6 xDrive35i
Dealer Name: Sterling BMW
Dealer Contact: Kevin Ormes
Dealer Email Provided:
Reason for Buyback: EGR Cooler
Is Vehicle Repaired:
Defect Code:11710648
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Activity Status: Done
Activity Type: ISG Interaction
Activity Assigned To: Young, Elaine
Activity Created: 10/21/2010 02:33PM
Activity Created By: Young, Elaine
Activity Description: Surrender is complete-see note

Activity Updated: 10/21/2010 02:33PM
Activity Updated By: Young, Elaine
Email From:
Email To:

Note Created: 10/21/2010 02:33PM

Note Created By: Young, Elaine

Note Type: ISG Interaction

Customer Service Request Detail # 201025101384

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Thursday, October 21, 2010 1:58 PM
To: tnewton@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Morris Penni, V2-US-V-3-A; Martin Leslie, (T); Fulton Jay, V2-US-V-3-C; Fulton Jay, V2-US-V-3-C; Young Elaine, (T); Brown Richard, V2-US-V-3-A; Slingland Ken, V-32; Ripe, V2-US-V-3-S-33
Subject: MEETING COMPLETE: Owne [REDACTED] Vin#[REDACTED]

The above referenced vehicle surrender was completed on 10/21/2010 at STERLING BMW/86513P.

Case Details

Vehicle: 2009 BMW X6 xDrive35i
Dealer Name: Sterling BMW
Dealer Contact: Kevin Ormes
Dealer Email Provided:
Reason for Buyback: EGR Cooler
Is Vehicle Repaired:
Defect Code:11710648
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Customer Service Request Detail # 201101200696

Customer

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

Service Request

Service Request #:	201101200696
Brand:	BMW
Type:	Potential Lemon Law
Source:	Defect Notification
Current Status:	Closed
Date Opened:	1/12/2011 02:45PM
Created By:	Kromer, Joe
Rep Assigned:	Dawson, Avery
Date Assigned:	1/14/2011 11:16AM
Assigned Dealer:	Crevier BMW
Identified Dealer:	Crevier BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/15/2011 12:14PM
Close Rep:	Dawson, Avery
Issue Note:	Esc to Core. 4x svc visits for engine malfunction - wants buyback

Vehicle

VIN:	5UXFF0C52AL [REDACTED]
Chassis # (US):	LT76374
Chassis # (Non - US):	
Year:	2010
Model:	X5 xDrive35d
Mileage:	13,000
Sale:	01/16/10
In Service Date:	01/16/10
Production Date:	12/14/09

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	ENGINE - GENERAL	1000	ENGINE - GENERAL
CO44	California SR Review	California SR Review	GX01	California SR Review - Action Required
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	FUEL INJECTION - SYSTEMS	1361	Electronic Control Unit (Check Engine Light)
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LA)	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP

Solution Notes

Created	Solution
3/15/2011	BMW NA repurchased vehicle for fuel pump issues; surrender completed by ISG on 3/14/2011 at CREVIER BMW.

Attachments

File Name	Comments
BMWinvoiceCvrltr_2 28 11	
BMWLTR	
crevier22811002	
Panting LT76374	
PANTING LT76374	
PANTING LT76374 (2)	
PANTING LT76374 (3)	
Panting's Financials	

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	1/14/2011 01:52PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	1/12/2011 02:46PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	cci bc 4x svc visits for engine malfunction - wants buyback/ purch cash @ Crevier, orig owner, no BMWFS >		
Note Created: 1/12/2011 02:47PM		Note Created By: Kromer, Joe	
Note Type: Customer Interaction			
<p>< c/s veh in svc 1 wk on most recent visit. c/s he feels this veh applies for a buyback under consumer protection laws and stts he wants to start that process. wtr adv CR not legal dept for BMW, adv can research history of veh and advocate for cust, cust stts ok.</p> <p>wtr adv 3-5 BD for f/u.</p>			
Activity Status:	Done	Activity Updated:	1/12/2011 03:30PM
Activity Type	Customer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	1/12/2011 03:30PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wtr lvm for Jackie D in svc		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/14/2011 01:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	1/13/2011 09:29AM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	Jackie D lvm/ asked for cb		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/14/2011 01:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Kromer, Joe
Activity Assigned To:	Kromer, Joe	Email From:	
Activity Created:	1/13/2011 04:12PM	Email To:	
Activity Created By:	Kromer, Joe		
Activity Description:	wtr lvm for Jackie D		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/14/2011 11:09AM
Activity Type	Escalate to Core	Activity Updated By:	Discepolo, Michael
Activity Assigned To:	Discepolo, Michael	Email From:	
Activity Created:	1/14/2011 11:09AM	Email To:	
Activity Created By:	Discepolo, Michael		
Activity Description:	Reviewed by Core - Escalation		

Customer Service Request Detail # 201101200696

Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 1/14/2011 11:58AM	
Activity Assigned To:		Dawson, Avery		Activity Updated By: Dawson, Avery	
Activity Created:		1/14/2011 11:58AM		Email From:	
Activity Created By:		Dawson, Avery		Email To:	
Activity Description: LVM @ cust's work.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 1/26/2011 03:05PM	
Activity Assigned To:		Dawson, Avery		Activity Updated By: Dawson, Avery	
Activity Created:		1/14/2011 11:59AM		Email From:	
Activity Created By:		Dawson, Avery		Email To:	
Activity Description: Cld cust @ home and could not leave a message.					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Dealer Interaction		Activity Updated: 1/26/2011 03:05PM	
Activity Assigned To:		Dawson, Avery		Activity Updated By: Dawson, Avery	
Activity Created:		1/14/2011 12:00PM		Email From:	
Activity Created By:		Dawson, Avery		Email To:	
Activity Description: Spoke to Jackie...					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 1/20/2011 05:34PM	
Activity Assigned To:		Dawson, Avery		Activity Updated By: Dawson, Avery	
Activity Created:		1/20/2011 05:34PM		Email From:	
Activity Created By:		Dawson, Avery		Email To:	
Activity Description: LVM for customer...					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done					
Activity Type		Customer Interaction		Activity Updated: 1/26/2011 03:04PM	
Activity Assigned To:		Dawson, Avery		Activity Updated By: Dawson, Avery	
Activity Created:		1/26/2011 02:58PM		Email From:	
Activity Created By:		Dawson, Avery		Email To:	
Activity Description: Spoke to the cust who stated that he picked up the car last Thurs went away with his family this past weekend and the car's CEL came on & the car					

Customer Service Request Detail # 201101200696

Note Created: 1/26/2011 03:03PM		Note Created By: Dawson, Avery		Note Type: Customer Interaction	
<p>sputtered. This is his 5th or 6th time taking the vehicle in and he is not happy with the vehicle and his family is not safe. The customer kept on bringing up that the vehicle is a lemon and he wants out the lemon. I apologized to the cust for the issues with the vehicle, told him I will contact the market team on his behalf and will get back to him within 5-7 business days with a decision, however, in the interim I need him to contact the dealer and take the car back in. He stated he will contact his wife and find out who the service advisor is and make a service appt.</p>					
Activity Status: Done		Activity Updated: 1/31/2011 04:40PM			
Activity Type: Field Interaction		Activity Updated By: Dawson, Avery			
Activity Assigned To: Dawson, Avery		Email From:			
Activity Created: 1/31/2011 04:38PM		Email To:			
Activity Created By: Dawson, Avery					
Activity Description: Emailed the field the cust's request...					
Note Created: 1/31/2011 04:40PM		Note Created By: Dawson, Avery		Note Type: Field Interaction	
<p>From: Dawson Avery, (T) Sent: Monday, January 31, 2011 4:39 PM To: Riper Andy, V2-US-V-3-S-33 Cc: Brown Richard, V2-US-V-3-A; Slingland Ken, V2-US-V-3-S-32; Huzyak Ed, V2-US-V-3-M Subject: Critical: [REDACTED] Crevier BMW</p> <p>Hi Andy:</p> <p>Mr. [REDACTED] is seeking a repurchase on his 2010 BMW X5 with 14,669 miles on it due to fuel. Attached is the recap from Crevier BMW.</p> <p>Customer states he has been in 5 or 6 times for this issue and he does not feel safe driving the vehicle.</p> <p>Thanks.</p> <p>Kind regards,</p> <p>Avery Dawson Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services</p> <p>Telephone (201) 263-8244 (800) 831-1117 ext. 8244 Fax (201) 930-8484 Email Avery.Dawson@bmwnacr.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	2/1/2011 02:58PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/1/2011 02:58PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	LVM for cust to let him know that I'm still waiting to hear from the field...		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/7/2011 04:54PM
Activity Type	Dealer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/7/2011 04:54PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Spoke to Jackie and the vehicle is still there waiting on a low pressure fuel sensor.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/7/2011 04:55PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/7/2011 04:55PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	LVM for cust that I will follow up with him this week on the decision from the MT...		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/10/2011 05:27PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/10/2011 05:26PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Cust lvm....		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	2/10/2011 05:26PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/10/2011 05:26PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Spoke to the cust & informed him that I will have a decision for him by the end of business day on Monday....		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	2/15/2011 01:37PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/15/2011 01:37PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	LVm for cust @ work....		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/18/2011 09:28PM
Activity Type	Field Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/18/2011 09:28PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email decision from the field...		

Note Created: 2/18/2011 09:28PM	Note Created By: Dawson, Avery	Note Type: Field Interaction
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<p>From: Riper Andy, V2-US-V-3-S-33 Sent: Monday, February 14, 2011 6:53 PM To: Dawson Avery, (T) Cc: Fulton Jay, V2-US- Subject: RE: Critical: [REDACTED] Crevier BMW</p> <p>Avery,</p> <p>Please offer this customer a repurchase using 14669 in the usage calculation. Take back any goodwill given.</p> <p>Reason for repurchase is 2x repair of the high pressure fuel system.</p> <p>Regards,</p> <p>Andy</p>	
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Activity Status:	Done	Activity Updated:	2/18/2011 09:29PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/18/2011 09:28PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Informed the cust of BMW's decision to repurchase his car & he was pleased...he stated that the car was paid for cash & I informed him that I will		

Note Created: 2/18/2011 09:29PM	Note Created By: Dawson, Avery	Note Type: Customer Interaction
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send him an email for all the financial documents that I need.

Activity Status:	Done	Activity Updated:	2/24/2011 04:45PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/24/2011 04:44PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Emailed the customer for the financial documents...		

Customer Service Request Detail # 201101200696

Note Created: 2/24/2011 04:45PM		Note Created By: Dawson, Avery		Note Type: Customer Interaction	
<p>From: Dawson Avery, (T) Sent: 2/24/2011 15, 2011 3:54 PM To: [REDACTED] Subject: Request for Financial Documents</p> <p>Dear Mr. [REDACTED]</p> <p>Per our telephone conversation on February 15, 2011, BMW of North America, LLC has agreed to repurchase your vehicle.</p> <p>Please e-mail or fax (201-930-8484) the following documents to me:</p> <ul style="list-style-type: none"> • Vehicle sales contract • Payment history to date (if applicable) • Current 30-day payoff (if applicable) • Title (if owned) • If car is paid off, please submit a copy of the check or receipt on how paid • Current copy of your registration <p>Upon receipt of all requested documents, I will prepare the settlement agreement.</p> <p>If you have any questions, please call me at 201-263-8244.</p> <p>Kind regards,</p> <p>Avery Dawson Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services</p> <p>Telephone (201) 263-8244 (800) 831-1117 ext. 8244 Fax (201) 930-8484 Email Avery.Dawson@bmwnacr.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227</p>					
Activity Status: Done		Activity Updated: 2/24/2011 04:46PM		Activity Updated By: Dawson, Avery	
Activity Type: Customer Interaction		Activity Assigned To: Dawson, Avery		Email From:	
Activity Created: 2/24/2011 04:45PM		Activity Created By: Dawson, Avery		Email To:	
Activity Description: Email from customer...					
Note Created: 2/24/2011 04:45PM		Note Created By: Dawson, Avery		Note Type: Customer Interaction	

Customer Service Request Detail # 201101200696

-----Original Message-----
To: Dawson Avery, (T)
Subject: Re: Request for Financial Documents

Thanks Avery,

My wife just called to let me know that the x-5 is ready to be picked up. Should I pick it up or wait until we close this out?

Let me know when you get a chance.

Thanks, Jim

Activity Status:	Done	Activity Updated:	2/24/2011 04:47PM
Activity Type:	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/24/2011 04:46PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email response to the cust...		

Note Created: 2/24/2011 04:46PM

Note Created By: Dawson, Avery

Note Type: Customer Interaction

-----Original Message-----
From: Dawson Avery, (T)
Sent: 2/24/2011 5:39 PM
To: [Redacted]
Subject: RE: Request for Financial Documents

Good afternoon Mr. [Redacted]

If the vehicle is ready to be picked up, please go ahead and pick it up.

Thanks.

Kind regards,

Avery Dawson
Executive Customer Assistance Manager
BMW of North America, LLC
Customer Relations and Services

Telephone
(201) 263-8244
(800) 831-1117 ext. 8244
Fax
(201) 930-8484
Email
Avery.Dawson@bmwnacr.com
Postal Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	2/24/2011 04:47PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	2/24/2011 04:47PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email from the customer...		

Note Created: 2/24/2011 04:47PM Note Created By: Dawson, Avery Note Type: Customer Interaction

-----Original Message-----
From: [REDACTED]
Sent: Wednesday, February 16, 2011 7:35 PM
To: Dawson Avery, (T)
Subject: Re: Request for Financial Documents

Hi Avery:

I think this is everything you need. Let me know if I am missing anything.

Thank you,

Jim

Activity Status:	Done	Activity Updated:	3/2/2011 11:36AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:35AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Emailed the release to the cust...		

Note Created: 3/2/2011 11:35AM Note Created By: Dawson, Avery Note Type: Customer Interaction

Customer Service Request Detail # 201101200696

From: Dawson Avery, (T)
Sent: 3/22, 2011 3:35 PM
To: [REDACTED]
Subject: Settlement

Good afternoon Mr. [REDACTED]

Attached is the Settlement Agreement and Release form for the repurchase of the vehicle. After reviewing the agreement please sign it.

To expedite the repurchase process, please fax the signed agreement to my attention at 201-930-8484.

Upon receipt of the agreement, I will forward it to Impartial Services Group, LLC (ISG). An ISG transfer agent will contact you within one to two weeks to facilitate the surrender of the vehicle. The vehicle is subject to a final inspection at the time of surrender. Once your vehicle passes the inspection, you will be required to sign the necessary documents; you will then be issued a check.

Here is the settlement summary:

Cash Payments	\$66,186.38
Registration Fees	\$779.00
Mileage Usage (14,659 miles)	\$(7,338.66)

Total Due Customer	\$59,626.72
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Please call me at 201-263-8244 if you have any questions.

Kind regards,

Avery Dawson
Executive Customer Assistance Manager
BMW of North America, LLC
Customer Relations and Services

Telephone
(201) 263-8244
(800) 831-1117 ext. 8244
Fax
(201) 930-8484
Email
Avery.Dawson@bmwnacr.com
Postal Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/2/2011 11:37AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:36AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email response from cust....		

Note Created: 3/2/2011 11:36AM

Note Created By: Dawson, Avery

Note Type: Customer Interaction

Customer Service Request Detail # 201101200696

-----Ori
From: [REDACTED]
Sent: [REDACTED]
To: Dawson Avery, (T)
Subject: Re: Repurchase Settlement

Hi Avery:

I have reviewed the agreement. The only thing that is not correct is the mileage for the first problem. According to my records, we brought it in to the dealership with 3,218 miles. According to my calculations, this puts the deduct value at \$1,611.01 with a total payment to customer of \$65,354.37.

Please send me a revised repurchase agreement for my review and execution.

Thank you,
[REDACTED]

Activity Status:	Done	Activity Updated:	3/2/2011 11:37AM
Activity Type:	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:37AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email response to the cust...		

Note Created: 3/2/2011 11:37AM Note Created By: Dawson, Avery Note Type: Customer Interaction

-----Original Message-----
From: Dawson Avery, (T)
Sent: [REDACTED] ary 23, 2011 7:13 PM
To: [REDACTED]
Subject: [REDACTED] Settlement

Good evening Mr [REDACTED]

Please submit the invoice and I will discuss it with the Market Team.

Thanks.

Kind regards,

Avery Dawson
Executive Customer Assistance Manager
BMW of North America, LLC
Customer Relations and Services

Telephone
(201) 263-8244
(800) 831-1117 ext. 8244
Fax
(201) 930-8484
Email
Avery.Dawson@bmwnacr.com
Postal Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	3/2/2011 11:37AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:37AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email from cust....		

Note Created: 3/2/2011 11:37AM Note Created By: Dawson, Avery Note Type: Customer Interaction

-----Original Message-----
From: [REDACTED]
Sent: Thursday, February 24, 2011 2:06 PM
To: Dawson Avery, (T)
Subject: Re: Repurchase Settlement

Hi Avery:

Per your request, here is the revised invoice for the vehicle repurchase.

[REDACTED]

Activity Status:	Done	Activity Updated:	3/2/2011 11:38AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:37AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email to the cust....		

Note Created: 3/2/2011 11:38AM Note Created By: Dawson, Avery Note Type: Customer Interaction

Customer Service Request Detail # 201101200696

-----Original Message-----
From: Dawson Avery, (T)
Sent: [REDACTED], 2011 2:16 PM
To: [REDACTED]
Subject: RE: Repurchase Settlement

Good afternoon Mr. [REDACTED]

You sent in the revised Repurchase Settlement with a different mileage. BMW needs to see a copy of the invoice at the 3,218 miles so it can be reviewed.

Thanks.

Kind regards,

Avery Dawson
Executive Customer Assistance Manager
BMW of North America, LLC
Customer Relations and Services

Telephone
(201) 263-8244
(800) 831-1117 ext. 8244
Fax
(201) 930-8484
Email
Avery.Dawson@bmwnacr.com
Postal Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	3/2/2011 11:40AM
Activity Type:	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/2/2011 11:39AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Invoice from the customer...		

Note Created: 3/2/2011 11:39AM Note Created By: Dawson, Avery Note Type: Customer Interaction

-----Original Message-----
From: [REDACTED]
Sent: Monday, February 28, 2011 2:06 PM
To: Dawson Avery, (T)
Subject: Re: Repurchase Settlement

Avery:

Please see the attached in response to your request.

Please call with any questions.

Jim

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	3/7/2011 04:19PM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/7/2011 04:18PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Emailed the revised release to the cust....		

Note Created: 3/7/2011 04:19PM Note Created By: Dawson, Avery Note Type: Customer Interaction

From: Dawson Avery, (T)
 Sent: 02, 2011 11:35 AM
 To: [REDACTED]
 Subject: Revised Repurchase Settlement

Good morning Mr [REDACTED]

Attached is the revised Settlement Agreement and Release form for the repurchase of the vehicle. After reviewing the agreement please sign it.

To expedite the repurchase process, please fax the signed agreement to my attention at 201-930-8484.

Upon receipt of the agreement, I will forward it to Impartial Services Group, LLC (ISG). An ISG transfer agent will contact you within one to two weeks to facilitate the surrender of the vehicle. The vehicle is subject to a final inspection at the time of surrender. Once your vehicle passes the inspection, you will be required to sign the necessary documents; you will then be issued a check.

Here is the settlement summary:

Cash Payments	\$66,186.38
Registration Fees	\$779.00
Mileage Usage (3,208 miles)	\$(1,606.01)
<hr/>	
Total Due Customer	\$65,359.37

Please call me at 201-263-8244 if you have any questions.

Kind regards,

Avery Dawson
 Executive Customer Assistance Manager
 BMW of North America, LLC
 Customer Relations and Services

Telephone
 (201) 263-8244
 (800) 831-1117 ext. 8244
 Fax
 (201) 930-8484
 Email
 Avery.Dawson@bmwnacr.com
 Postal Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	3/8/2011 11:56AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/8/2011 11:56AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Cust emailed me the signed release...		

Note Created: 3/8/2011 11:56AM Note Created By: Dawson, Avery Note Type: Customer Interaction

-----Original Message-----
From: [REDACTED]
Sent: Thursday, March 03, 2011 3:07 PM
To: Dawson Avery, (T)
Subject: Re: Revised Repurchase Settlement

Hi Avery:

I faxed this to you as well.

Thank you for taking care of this issue.

Please call with any questions.

[REDACTED]

Activity Status:	Done	Activity Updated:	3/8/2011 11:56AM
Activity Type	Customer Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/8/2011 11:56AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Cust faxed in the signed release...		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/8/2011 11:57AM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/8/2011 11:57AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Submitted the paperwork through the portal..		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/8/2011 11:58AM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/8/2011 11:58AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	ISG ack receipt....		

Note Created: 3/8/2011 11:58AM Note Created By: Dawson, Avery Note Type: ISG Interaction

Customer Service Request Detail # 201101200696

<p>-----Original Message----- From: TSchmidtk@impartialservices.com [mailto:TSchmidtk@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Tuesday, March 08, 2011 12:09 PM To: Fulton Jay, V2-US-V-3-C; Zeigler Matt, V2-US-V-61; Martin Leslie, (T); tmckee@impartialservices.com; JJackson@impartialservices.com; DJohnson@impartialservices.com; tjohnson@impartialservices.com Cc: Slingland Ken, V2-US-V-3-S-31; Riper Andy, V2-US-V-3-S-33; Dawson Avery, (T); Brown Richard, V2-US-A Subject: 5UXFF0C52AL [REDACTED] [REDACTED] 3/8/2011, Crevier BMW (04552P)</p> <p>Impartial Services Group (ISG) has received the above referenced case through its Portal. Please let us know if you have any questions.</p> <p>Case Details</p> <p>Vehicle: 2010 BMW X5 Dealer Name: Crevier BMW Dealer Contact: Dealer Email Provided: Reason for Buyback: Is Vehicle Repaired: Case Originated From: Customer Relations - Avery Dawson</p>	
<p>Activity Status: Done Activity Type: General Activity Assigned To: NET, DCS Activity Created: 3/12/2011 08:05PM Activity Created By: NET, DCS Activity Description: Dealer Created Activity</p>	<p>Activity Updated: 3/15/2011 12:07PM Activity Updated By: Dawson, Avery Email From: Email To:</p>
<p>Note Created: 3/12/2011 08:05PM Note Created By: NET, DCS Note Type: Dealer Interaction</p>	
<p>Viewed Service Request information: Dealer 04552 on Sat Mar 12 20:05:28 EST 2011</p>	
<p>Activity Status: Done Activity Type: ISG Interaction Activity Assigned To: Dawson, Avery Activity Created: 3/15/2011 12:07PM Activity Created By: Dawson, Avery Activity Description: ISG check request...</p>	<p>Activity Updated: 3/15/2011 12:08PM Activity Updated By: Dawson, Avery Email From: Email To:</p>
<p>Note Created: 3/15/2011 12:08PM Note Created By: Dawson, Avery Note Type: ISG Interaction</p>	
<p>From: JJackson@impartialservices.com [mailto:JJackson@impartialservices.com] Sent: Tuesday, March 08, 2011 2:40 PM To: Zeigler Matt, V2-US-V-61 Cc: Dawson Avery, (T) Subject: Check Request Needing Approval - LT76374 - Panting - RUSH</p> <p>Jeremy Jackson Reacquisition Coordinator Impartial Services Group Phone: 1-800-215-6230 x426 Fax: 1-972-652-3590 jjackson@impartialservices.com</p>	

Customer Service Request Detail # 201101200696

Activity Status:	Done	Activity Updated:	3/15/2011 12:08PM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/15/2011 12:08PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	ISG check approval...		

Note Created: 3/15/2011 12:08PM

Note Created By: Dawson, Avery

Note Type: ISG Interaction

From: Zeigler Matt, V2-US-V-61
Sent: Tuesday, March 08, 2011 4:00 PM
To: JJackson@impartialservices.com
Cc: Dawson Avery, (T)
Subject: FW: Check Request Needing Approval - LT76374 - Panting - RUSH

From: Huzyak Ed, V2-US-V-3-M
Sent: Tuesday, March 08, 2011 3:39 PM
To: Zeigler Matt, V2-US-V-61
Subject: RE: Check Request Needing Approval - LT76374 - Panting - RUSH

Approved

From: Zeigler Matt, V2-US-V-61
Sent: Tuesday, March 08, 2011 11:45 AM
To: Huzyak Ed, V2-US-V-3-M
Subject: FW: Check Request Needing Approval - LT76374 - Panting - RUSH

Approved

Activity Status:	Done	Activity Updated:	3/15/2011 12:09PM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/15/2011 12:08PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	ISG TA assigned....		

Note Created: 3/15/2011 12:09PM

Note Created By: Dawson, Avery

Note Type: ISG Interaction

Customer Service Request Detail # 201101200696

From: tjohnson@impartialservices.com [mailto:tjohnson@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Thursday, March 10, 2011 11:21 AM
To: JJackson@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fulton Jay, V2-US-V-3-C; Zeigler Matt, V2-US-V-61; Martin Leslie, (T); jake.logan@crevierbmw.com; Zeigler Matt, V2-US-V-61; Dawson Avery, (T); Brown Richard, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Ripe
Subject: ASSIGNED: [REDACTED]

The Transfer Agent: Ed Jimenez has been assigned to the above referenced case.

Case Details

Vehicle: 2010 BMW X5
Dealer Name: Crevier BMW
Dealer Contact: Jake Logan / Diana Galarza / James Hogan
Dealer Email Provided: jake.logan@crevierbmw.com
Reason for Buyback: HIGH PRESSURE FUEL SYSTEM
Is Vehicle Repaired:
Defect Code:
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Activity Status:	Done	Activity Updated:	3/15/2011 12:09PM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/15/2011 12:09PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	ISG meeting set...		

Note Created: 3/15/2011 12:09PM

Note Created By: Dawson, Avery

Note Type: ISG Interaction

Customer Service Request Detail # 201101200696

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Friday, March 11, 2011 4:19 PM
To: JJackson@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fulton Jay, V2-US-V-3-C; Zeigler Matt, V2-US-V-61; Martin Leslie, (T); jake.logan@crevierbmw.com; Zeigler Matt, V2-US-V-61; Dawson Avery, (T); Brown Richard, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Riper Andy, V2-
Subject: MEETING SET: Owner-[REDACTED]

The above referenced vehicle surrender will be completed on 3/14/2011, 02:30 PM at CREVIER BMW/04552P.

Case Details

Vehicle: 2010 BMW X5
Dealer Name: Crevier BMW
Dealer Contact: Jake Logan / Diana Galarza / James Hogan
Dealer Email Provided: jake.logan@crevierbmw.com
Reason for Buyback: HIGH PRESSURE FUEL SYSTEM
Is Vehicle Repaired:
Defect Code:
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Activity Status:	Done	Activity Updated:	3/15/2011 12:10PM
Activity Type:	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	3/15/2011 12:09PM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	ISG meeting completed...		

Note Created: 3/15/2011 12:10PM

Note Created By: Dawson, Avery

Note Type: ISG Interaction

Customer Service Request Detail # 201101200696

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Tuesday, March 15, 2011 10:04 AM
To: JJackson@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Fulton Jay, V2-US-V-3-C; Zeigler Matt, V2-US-V-61; Martin Leslie, (T); jake.logan@crevierbmw.com; Zeigler Matt, V2-US-V-61; Dawson Avery, (T); Brown Richard, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Riper Andy, V2-US-V-3-
Subject: MEETING COMPLETE: Owner- [REDACTED]

The above referenced vehicle surrender was completed on 3/14/2011 at CREVIER BMW/04552P.

Case Details

Vehicle: 2010 BMW X5
Dealer Name: Crevier BMW
Dealer Contact: Jake Logan / Diana Galarza / James Hogan
Dealer Email Provided: jake.logan@crevierbmw.com
Reason for Buyback: HIGH PRESSURE FUEL SYSTEM
Is Vehicle Repaired:
Defect Code:
Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 33.

Customer Service Request Detail # 201102500567

Customer

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

Service Request

Service Request #: 201102500567
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 1/25/2011 01:25PM
 Created By: Saxe, Brent
 Rep Assigned: Zimmer, Tara
 Date Assigned: 1/25/2011 01:48PM
 Assigned Dealer: Santa Monica BMW
 Identified Dealer: Santa Monica BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/2011 10:01AM
 Close Rep: Zimmer, Tara
 Issue Note: Fuel system issues- customer wants vehicle repaired

Vehicle

VIN: WBAPN7C56BA [REDACTED]
 Chassis # (US): [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2011
 Model: 335d Sedan
 Mileage: 327
 Sale: 12/31/10
 In Service Date: 12/31/10
 Production Date: 04/16/10

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV02	Retailer/Center Dissatisfaction Service	RETAILER DISSATISFACTION GE	AU13	Retailer/Center - Promised Items Not Received
SV17	REPEAT REPAIR/COMEBACK	ENGINE - GENERAL	1061	Engine - Fuel Quality
SV06	TECHNICAL ASSISTANCE / INFORMATION	ENGINE - GENERAL	1061	Engine - Fuel Quality

Solution Notes

Created	Solution
1/28/2011	wrtr called cust- veh is back w/ cust and everything is fixed- cust thanked wrtr for f/u

Attachments

File Name	Comments

Customer Service Request Detail # 201102500567

Activity Status: Done	Activity Updated: 1/25/2011 01:34PM
Activity Type: Customer Interaction	Activity Updated By: Saxe, Brent
Activity Assigned To: Saxe, Brent	Email From:
Activity Created: 1/25/2011 01:26PM	Email To:
Activity Created By: Saxe, Brent	
Activity Description: cci w/ Complaint: Santa Monica BMW - Vehicle Issues	
Note Created: 1/25/2011 01:26PM Note Created By: Saxe, Brent Note Type: Customer Interaction	
vehicle had issues with the diesel fuel system once it got to 900 miles would not be able to drive the vehicle cust went on a trip - with an employee cust stts that vehicle was not cleaned - somebody put a substance on the vehicle door where the diesel is cust stts that the service engine light came on - back in the shop cust stts that second time dropping the vehicle off	
Activity Status: Done	Activity Updated: 1/25/2011 01:46PM
Activity Type: Customer Interaction	Activity Updated By: Zimmer, Tara
Activity Assigned To: Zimmer, Tara	Email From:
Activity Created: 1/25/2011 01:37PM	Email To:
Activity Created By: Zimmer, Tara	
Activity Description: see notes >>>	
Note Created: 1/25/2011 01:37PM Note Created By: Zimmer, Tara Note Type: Customer Interaction	
Cust stts brought veh to dlr for diesel fuel system issue (2X), stts left veh two Fridays ago, stts an employee picked up veh and had to wait an hr for veh to be ready, stts used it at the most 40 mphs and another light came on that required svc, stts different light but SM agrees its related, stts left there 1:30 yesterday, stts hasn't rcvd cb from dlr today, cust stts would like veh back and fixed, stts if dlr can't fix the veh, give it back to cust so he can bring it to someone who can fix it, stts would like CR to call dlr and asst cust; wrtr advsd will reach out to dlr to see ETA	
SA William Manganaro	
Activity Status: Done	Activity Updated: 1/25/2011 01:46PM
Activity Type: Dealer Interaction	Activity Updated By: Zimmer, Tara
Activity Assigned To: Zimmer, Tara	Email From:
Activity Created: 1/25/2011 01:40PM	Email To:
Activity Created By: Zimmer, Tara	
Activity Description: wrtr called out to SA William @ 3108293535- got a the veh around 1pm yesterday and will be updating cust no later than 3pm today >	
Note Created: 1/25/2011 01:42PM Note Created By: Zimmer, Tara Note Type: Dealer Interaction	
problem appears to be different from the previous rpr, stts may be related but he doesn't know before diesel exhaust fluid was low and now there's a problem w/ svc engine soon	

Customer Service Request Detail # 201102500567

Activity Status:	Done	Activity Updated:	1/25/2011 01:48PM
Activity Type	Customer Interaction	Activity Updated By:	Zimmer, Tara
Activity Assigned To:	Zimmer, Tara	Email From:	
Activity Created:	1/25/2011 01:46PM	Email To:	
Activity Created By:	Zimmer, Tara		
Activity Description:	wrtr informed cust that SA will be calling cust no later than 3pm today w/ update, inq if there is anything else BMW can do for the cust >		
Note Created: 1/25/2011 01:47PM		Note Created By: Zimmer, Tara	
Note Type: Customer Interaction			
cust stts has no other request, would just like his veh fixed correctly and quickly; wrtr advsd can look into any request of cust, advsd cannot speed up rpr proce cust to ensure all questions have been answered in 2-3 business days @ [REDACTED]			
Activity Status:	Done	Activity Updated:	1/27/2011 02:31PM
Activity Type	Customer Interaction	Activity Updated By:	Zimmer, Tara
Activity Assigned To:	Zimmer, Tara	Email From:	
Activity Created:	1/27/2011 02:30PM	Email To:	
Activity Created By:	Zimmer, Tara		
Activity Description:	wrtr called cust- veh is back w/ cust and everything is fixed- cust thanked wrtr for f/u		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/27/2011 06:01PM
Activity Type	Corporate Interaction	Activity Updated By:	Hahn, Lindsey
Activity Assigned To:	Hahn, Lindsey	Email From:	
Activity Created:	1/27/2011 05:59PM	Email To:	
Activity Created By:	Hahn, Lindsey		
Activity Description:	wrtr reviewed, recommended T Zimmer review with ML.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/27/2011 06:24PM
Activity Type	Market Liaison Interaction	Activity Updated By:	Zimmer, Tara
Activity Assigned To:	Zimmer, Tara	Email From:	
Activity Created:	1/27/2011 06:14PM	Email To:	
Activity Created By:	Zimmer, Tara		
Activity Description:	wrtr s/w ML K. Brown reg case- ML advsd to keep record of cust concern, no cause for escalation- cust only request to get veh fixed		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	1/27/2011 07:02PM
Activity Type	Corporate Interaction	Activity Updated By:	Hahn, Lindsey
Activity Assigned To:	Hahn, Lindsey	Email From:	
Activity Created:	1/27/2011 07:02PM	Email To:	
Activity Created By:	Hahn, Lindsey		
Activity Description:	Wrtr reviewed adv T Zimmer ok to close.		
Note Created:		Note Created By:	
Note Type:			

BMW of North America, LLC
BMW Group Company

Customer Service Request Detail # 201102500567

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Customer Service Request Detail # 201105300942

Customer

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

Service Request

Service Request #: 201105300942
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 2/22/2011 04:40PM
 Created By: McClain, Jodie
 Rep Assigned: Cavanaugh, Anthony
 Date Assigned: 2/25/2011 07:52PM
 Assigned Dealer: Firmage BMW of Murray
 Identified Dealer: Firmage BMW of Murray
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/4/2011 07:02PM
 Close Rep: Cavanaugh, Anthony
 Issue Note: GW req fuel system \$19k

Vehicle

VIN: 5UXFF0C53AL [REDACTED]
 Chassis # (US): [REDACTED]
 Chassis # (Non - US):
 Year: 2010
 Model: X5 xDrive35d
 Mileage: 17,000
 Sale: 12/19/09
 In Service Date: 12/19/09
 Production Date: 12/01/09

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SV07	GOODWILL ASSISTANCE REQUEST	FUEL SUPPLY SYSTEMS	1600	FUEL SUPPLY SYSTEMS

Solution Notes

Created	Solution
2/22/2011	wrtr adv cust to inform his dlr of his request regarding his veh & see if they can assist him in getting his issues resolved,adv cust to cb if he needs further assistance
3/3/2011	wrtr lm for customer at 801-891-3684, Wrtr advised of coverage of repair, req cb if would like to discuss further

Attachments

File Name	Comments

Customer Service Request Detail # 201105300942

Activity Status:	Done	Activity Updated:	2/22/2011 04:48PM
Activity Type	Customer Interaction	Activity Updated By:	McClain, Jodie
Activity Assigned To:	McClain, Jodie	Email From:	
Activity Created:	2/22/2011 04:41PM	Email To:	
Activity Created By:	McClain, Jodie		
Activity Description:	cci HPFP repeat/repairs,cust wanted to know what his options were,cust stdt he was going to send in a letter to his dlr & see if he can>		
Note Created: 2/22/2011 04:45PM		Note Created By: McClain, Jodie	
Note Type: Customer Interaction			
possibly be placed into a non-diesel veh if this is a common problem w/all diesels,cust stdt he has had his injectors replaced twice & that his dlr currently has his veh bc they found a fuel pump pressure line out,wrttr adv cust to inform his dlr of his request regarding his request & see if they can assist him in getting his issues resolved,adv cust to cb if he needs further assistance			
Activity Status:	Done	Activity Updated:	2/25/2011 07:57PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	2/25/2011 07:55PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	xfer from T1, needs new fuel system due to non-combustible fuel used in vehicle>>		
Note Created: 2/25/2011 07:56PM		Note Created By: Cavanaugh, Anthony	
Note Type: Customer Interaction			
Customer states that dealer had pulled a sample of fuel from vehicle showing sediment in fuel, and that fuel was combustible. Because of this the new fuel system needing replacement would not be a warrantable repair, but caused by outside influences. Wrttr advised will touch base with dealer for more info			
Activity Status:	Done	Activity Updated:	3/2/2011 02:52PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	3/2/2011 02:52PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	Wrttr Im for SM Dave, req cb		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	3/3/2011 12:01PM
Activity Type	Dealer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	3/3/2011 12:00PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	SF Curt Im for writer>>		
Note Created: 3/3/2011 12:00PM		Note Created By: Cavanaugh, Anthony	
Note Type: Dealer Interaction			
SF states that consulted with TSE, they are covering repairs at no cost to customer and supplying full tank of know good diesel fuel.			

Customer Service Request Detail # 201105300942

Activity Status:	Done	Activity Updated:	3/3/2011 12:02PM
Activity Type	Customer Interaction	Activity Updated By:	Cavanaugh, Anthony
Activity Assigned To:	Cavanaugh, Anthony	Email From:	
Activity Created:	3/3/2011 12:02PM	Email To:	
Activity Created By:	Cavanaugh, Anthony		
Activity Description:	wrtr lm for customer at [REDACTED] Wrtr advised of coverage of repair, req cb if would like to discuss further		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201116800105

Customer

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

Service Request

Service Request #: 201116800105
 Brand: BMW
 Type: Complaint
 Source: Phone
 Current Status: Closed
 Date Opened: 6/17/2011 09:26AM
 Created By: Malpass, Joe
 Rep Assigned: Stuart, William
 Date Assigned: 6/22/2011 09:32AM
 Assigned Dealer: BMW of Dallas
 Identified Dealer: BMW of Dallas
 Date Resolved: 6/20/2011 05:36PM
 Resolve Rep: Malpass, Joe
 Date Closed: 8/12/2011 09:56AM
 Close Rep: Stuart, William
 Issue Note: Multiple repairs to vehicle - repurchase request. Escalated from OH. See Note for details.

Vehicle

VIN: WBAPN7C59BA [REDACTED]
 Chassis # (US): A [REDACTED]
 Chassis # (Non - US): [REDACTED]
 Year: 2011
 Model: 335d Sedan
 Mileage: 14,000
 Sale: 07/24/10
 In Service Date: 07/24/10
 Production Date: 06/16/10

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP
SV17	REPEAT REPAIR/COMEBACK	FUEL SUPPLY SYSTEMS	1613	Fuel Line
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - GENERA	6122	BATTERY

Solution Notes

Created	Solution
8/12/2011	REFUND CHECK PICKED UP LAST WEEK - NO FURTHER CONTACT NECESSARY.

Attachments

File Name	Comments

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	6/17/2011 09:37AM
Activity Type	Customer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Email From:	
Activity Created:	6/17/2011 09:28AM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	Cust stts veh has been unavailable to customer for 62 days while repairs being completed. Cust stts repairs made to fuel pump, fuel sensors, hoses, >>		

Note Created: 6/17/2011 09:29AM Note Created By: Malpass, Joe Note Type: Customer Interaction

>> battery failed and vehicle gets fewer mpg now than when new. Cust stts service at BMW of Dallas has been poor and that with the exception of the last repair visit with Lenny Rich, every time the service staff have been non-responsive. Cust stts vehicle is leased at about \$429/month including payment for T&W protection. Cust requesting manufacturer repurchase of vehicle (also open to other offers).
Wtr adv will research case and follow-up in 3-5 business dayson cell - [REDACTED]

Activity Status:	Done	Activity Updated:	6/17/2011 09:38AM
Activity Type	Dealer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Email From:	
Activity Created:	6/17/2011 09:38AM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	Emailed SM Cody Mashburn >>		

Note Created: 6/17/2011 09:38AM Note Created By: Malpass, Joe Note Type: Dealer Interaction

From: Malpass Joe, SF2-US-S-5
Sent: Friday, June 17, 2011 9:37 AM
To: 'ashbur [REDACTED] ion.com'
Subject: Mr. [REDACTED] - WBAPN7C59E [REDACTED] repurchase request

Hi Cody,

Mr. [REDACTED] has called customer relations looking for manufacturer [REDACTED] of his veh [REDACTED] cause of multiple repairs to his vehicle and days down - [REDACTED] says the vehicle has been in for repairs for 62 days so far. I can also see a p [REDACTED] number in DCS.

Can you let me know what your record of warranty repairs for this vehicle shows, including days down?

Kind regards,

Joe Malpass
BMW Customer Relations and Services
Representative

Telephone (614) 210-7931
Fax (614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	8/12/2011 09:56AM
Activity Type	General	Activity Updated By:	Stuart, William
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	6/17/2011 09:59AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		
Note Created: 6/17/2011 09:59AM		Note Created By: NET, DCS	Note Type: Dealer Interaction
Viewed Service Request information: Dealer 26731 on Fri Jun 17 09:59:53 EDT 2011			
Activity Status:	Done	Activity Updated:	6/17/2011 11:49AM
Activity Type	Dealer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Email From:	
Activity Created:	6/17/2011 11:49AM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	VM from SM Cody-stts delayed repaired were due to parts in but not noted on file.As compensation AAM offered 1.5 lease payments.CB if more info needed		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/21/2011 03:12PM
Activity Type	Customer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Email From:	
Activity Created:	6/21/2011 03:12PM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	SW cust - cust not satisfied with offer of lease compensation, would like to pursue manufacturer repurchase of vehicle.		
Note Created:		Note Created By:	Note Type:
Activity Status:	Done	Activity Updated:	6/21/2011 03:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Malpass, Joe
Activity Assigned To:	Malpass, Joe	Email From:	
Activity Created:	6/21/2011 03:19PM	Email To:	
Activity Created By:	Malpass, Joe		
Activity Description:	Emailed Cody for more details of repairs >>		
Note Created: 6/21/2011 03:19PM		Note Created By: Malpass, Joe	Note Type: Dealer Interaction

Customer Service Request Detail # 201116800105

<p>From: Malpass Joe, SF2-US-S-5 Sent: Tuesday, June 21, 2011 3:19 PM To: 'mashbur [redacted]@bmw.com' Subject: Mr. [redacted] - WBAPN7C59BA [redacted] - repurchase request</p> <p>Cody,</p> <p>I got your message and forwarded details of the offer of lease compensation to the customer. At this time he would prefer pursuit of manufacturer repurchase of the vehicle. The customer's main concern appears not to be the time the vehicle has been out of service, but the array of different faults it has experienced.</p> <p>Can you confirm the warranty repair history – is what shows in DCS accurate or are there additional repairs / days down?</p> <p>Kind regards,</p> <p>Joe Malpass BMW Customer Relations and Services Representative</p> <p>Telephone (614) 210-7931 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: Malpass, Joe Activity Created: 6/21/2011 04:30PM Activity Created By: Malpass, Joe Activity Description: VM from Cody adv cust already received 1.5 lease payments, this is not a current offer. CB to discuss.</p>	<p>Activity Updated: 6/21/2011 04:30PM Activity Updated By: Malpass, Joe Email From: Email To:</p>	
<p>Note Created: Note Created By: Note Type:</p>		
<p>Activity Status: Done Activity Type Dealer Interaction Activity Assigned To: Malpass, Joe Activity Created: 6/21/2011 04:31PM Activity Created By: Malpass, Joe Activity Description: SW Cody - cust already received 1.5 lease payments as compensation for delayed repairs, this came from dealer's own fund, not BMWNA >></p>	<p>Activity Updated: 6/21/2011 04:35PM Activity Updated By: Malpass, Joe Email From: Email To:</p>	
<p>Note Created: 6/21/2011 04:32PM Note Created By: Malpass, Joe Note Type: Dealer Interaction</p>		
<p>>> Cody advised that the vehicle has been in for 4 HPFP repairs and 1 failed battery - advised corporate review.</p>		
<p>Activity Status: Done Activity Type Market Liaison Escalation Activity Assigned To: Gunn, Tina Activity Created: 6/21/2011 04:46PM Activity Created By: Malpass, Joe Activity Description: Emailed escalation to Tina Gunn >></p>	<p>Activity Updated: 6/21/2011 06:58PM Activity Updated By: Gunn, Tina Email From: Email To:</p>	

Customer Service Request Detail # 201116800105

Note Created: 6/21/2011 04:47PM	Note Created By: Malpass, Joe	Note Type: Market Liaison Escalation																								
<p>From: Malpass Joe, SF2-US-S-5 Sent: Tuesday, June 21, 2011 4:46 PM To: Gunn Tina, SF4-US-S-5 Subject: Market Escalation - 201116800105 [REDACTED] - WBAPN7C59BA [REDACTED] - BMW of Dallas (selling/servicing)</p> <p>Escalation to Core CUSTOMER NAME Mr [REDACTED] CONTACT NUMBER [REDACTED] VIN WBAPN7C59BA [REDACTED] IN-SERVICE DATE 7/10/10 PURCHASED OR LEASED Leased MONTHLY PAYMENT \$429 (including Tire & Wheel protection payments) CURRENT MILEAGE 14000 SERVICING DEALER BMW of Dallas DAYS DOWN PER CENTER 47 PREVIOUS GOODWILL Customer received cash compensation equal to 1.5 lease payments for the time the vehicle was waiting on parts. This was provided out of BMW of Dallas business funds, not from BMWNA. Customer has not received goodwill from BMWNA BRAND HISTORY No previous vehicles on file CUSTOMER ISSUE Multiple check engine light - fuel delivery system repairs, one battery failure, fuel efficiency has worsened. CUSTOMER'S REQUEST Manufacturer repurchase of vehicle CENTER COMMENTS Service Manager Cody verified that the vehicle has had 4x fuel delivery system repairs with a check-engine light showing upon arrival each time. Cody also verified that the vehicle required a battery replacement. The excessive days-down are a result of a miscommunication between parts and service departments at BMW of Dallas (parts were in but not registered on file) – the customer was compensated for the delayed repair with 1.5 lease payments. Cody advised based on the number of fuel delivery repairs this case should be reviewed by our CORE office. ADDITIONAL INFORMATION</p> <p>Kind regards, Joe Malpass BMW Customer Relations and Services Representative</p> <p>Telephone (614) 210-7931 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>																										
<table style="width:100%; border: none;"> <tr> <td style="width:20%;">Activity Status:</td> <td style="width:30%;">Done</td> <td style="width:20%;">Activity Updated:</td> <td style="width:30%;">6/21/2011 08:53PM</td> </tr> <tr> <td>Activity Type</td> <td>Escalate to Core</td> <td>Activity Updated By:</td> <td>Gunn, Tina</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Gunn, Tina</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>6/21/2011 08:52PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Gunn, Tina</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">wtr emailed Keith Casa (CORE TL) see notes</td> </tr> </table>			Activity Status:	Done	Activity Updated:	6/21/2011 08:53PM	Activity Type	Escalate to Core	Activity Updated By:	Gunn, Tina	Activity Assigned To:	Gunn, Tina	Email From:		Activity Created:	6/21/2011 08:52PM	Email To:		Activity Created By:	Gunn, Tina			Activity Description:	wtr emailed Keith Casa (CORE TL) see notes		
Activity Status:	Done	Activity Updated:	6/21/2011 08:53PM																							
Activity Type	Escalate to Core	Activity Updated By:	Gunn, Tina																							
Activity Assigned To:	Gunn, Tina	Email From:																								
Activity Created:	6/21/2011 08:52PM	Email To:																								
Activity Created By:	Gunn, Tina																									
Activity Description:	wtr emailed Keith Casa (CORE TL) see notes																									
Note Created: 6/21/2011 08:52PM	Note Created By: Gunn, Tina	Note Type: Escalate to Core																								

Customer Service Request Detail # 201116800105

From: Gunn Tina, SF4-US-S-5
Sent: Tuesday, June 21, 2011 8:52 PM
To: Casa Keith, V2-US-A-51
Subject: Market Escalation - 201116800105 - Mr. [REDACTED] - WBAPN7C59BA [REDACTED]
BMW of Dallas (Selling and Servicing)

Hi Keith,

Mr. [REDACTED] is requesting a repurchase of his 2011 335d due to the repeat check engine light failures, related to the fuel delivery system corrected by BMW of Dallas.

Please review notes below and advise how CORE would like to proceed.

Escalation to Core
CUSTOMER NAME Mr. [REDACTED]
CONTACT NUMBER [REDACTED]
VIN WBAPN7C59BA [REDACTED]
IN-SERVICE DATE 7/2010
PURCHASED OR LEASED Leased
MONTHLY PAYMENT \$429
CURRENT MILEAGE 14000
SERVICING DEALER BMW of Dallas
DAYS DOWN PER CENTER 47
PREVIOUS GOODWILL Customer received cash compensation equal to 1.5 lease payments for the time the vehicle was waiting on parts. This was provided out of BMW of Dallas business funds, not from BMWNA.
Customer has not received goodwill from BMWNA.
BRAND HISTORY Original Owner / First BMW
CUSTOMER ISSUE Customer states vehicle has been serviced with multiple check engine light complaints in relations to the fuel delivery system, one battery failure, and the fuel efficiency has worsened.
CUSTOMER'S REQUEST Customer states he is seeking a repurchase of the vehicle.
CENTER COMMENTS Service Manager Cody Mashburn verified that the vehicle was serviced with 4 fuel delivery system repairs with a check-engine light showing upon arrival each time.

Cody also verified that the vehicle required a battery replacement. The excessive days-down are a result of a miscommunication between the parts and service departments at BMW of Dallas, where parts added arrived but not registered on file. Cody advised the customer was compensated for the delayed repair with 1.5 lease payments.
Cody advised based on the number of fuel delivery repairs this case should be reviewed by the Market Team.

ADDITIONAL INFORMATION DCS:

1. September 2010 – Battery replaced
2. December 2010 – Per PUMA, Case # 36486087 dealer removed and installed intake manifold and replaced rail pressure CTL valve
3. January 2011 – Replaced rail pressure sensor, faults returned after replacement – Dealer consulted PUMA, case # 36886070 and then replaced high pressure fuel pump
4. May 2011 – Dealer found small fuel pressure regulator leak, replaced regulator

Kind regards,
Tina Gunn
Customer Relations and Services
Central and Southern Regional Escalations Manager

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	6/22/2011 09:15AM
Activity Type	Corporate Interaction	Activity Updated By:	Gunn, Tina
Activity Assigned To:	Gunn, Tina	Email From:	
Activity Created:	6/22/2011 09:14AM	Email To:	
Activity Created By:	Gunn, Tina		
Activity Description:	Keith Casa (CORE TL) see notes		

Note Created: 6/22/2011 09:15AM Note Created By: Gunn, Tina Note Type: Corporate Interaction

From: Casa Keith, V2-US-A-51
 Sent: Wednesday, June 22, 2011 8:50 AM
 To: Gunn Tina, SF4-US-S-5
 Subject: RE: Mar [REDACTED] alation - 201116800105 - Mr. [REDACTED]
 WBAPN7C59BA [REDACTED] - BMW of Dallas (Selling and Servicing)

Good morning Tina,

We will handle here.

Thanks,

Kind regards,

Keith Casa
 Southern/Central Region Team Lead

Activity Status:	Done	Activity Updated:	6/22/2011 02:14PM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	6/22/2011 02:11PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	STATED CAR BACK IN ON 5/31-RETURNED 6/16 - WILL EMAIL COPIES OF ALL RO'S - UNDECIDED ON REFUND/REPLACEMENT - ADVISED MARKET TEAM WOULD DECIDE -		

Note Created: 6/22/2011 02:12PM Note Created By: Stuart, William Note Type: Customer Interaction

MARKET TEAM COULD ALSO SAY THEY WANT CAR INSPECTED & FIXED - DRIVE LETS SAY FOR 2 WEEKS - NO PROBLEMS - MT WOULD THEN POSSIBLY OFFER A CASH GOODWILL SETTLEMENT - DON'T KNOW WHAT AVENUE THE MARKET TEAM WOULD TAKE. MUST FIRST PRESENT HIS CASE TO MARKET TEAM WHO WILL DECIDE ON A COURSE OF ACTION.

Activity Status:	Done	Activity Updated:	6/24/2011 09:53AM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	6/24/2011 09:51AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SPOKE TO MR. [REDACTED] @ 7:45 this morning who advised he would be faxing copies of all ro's which i received. advised would contact market team for		

Note Created: 6/24/2011 09:53AM Note Created By: Stuart, William Note Type: Customer Interaction

their input after they reviewed the repair history. hoped to get back to him early next week with a response.

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	6/24/2011 09:54AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	6/24/2011 09:53AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	see notes		

Note Created: 6/24/2011 09:54AM

Note Created By: Stuart, William

Note Type: Dealer Interaction

Good morning Kimerly:

Attached is correspondence from Mr. [REDACTED] to BMW of Dallas for your ready reference. Below follows is the history taken from BMW of Dallas repair orders submitted by Mr. [REDACTED]. This is Mr. [REDACTED] 1st BMW.

RO 311929 opened 8/23/10 - closed 8/24/10 - days down: 2 - Mileage: 1,648
Light is on - warning light is on - svc light came on w/small triangle while driving, then goes off. COULD NOT DUPLICATE - it is normal for reminder lights upon start up/key in ignition to come on.

Client states 2nd time in for open door warnings coming on at random times, been going on since day one while driving the open door warning will go off once or twice - COULD NOT DUPLICATE - checked faults, none relating to customer concern. Test drove, unable to duplicate.

RO 313854 opened 9/8/10 - closed 9/9/10 - days down:2 - Mileage: 2,479
C/States car will not start - has no power - Replaced battery - would not accept charge, found several fault codes for low battery voltage.

RO 323519 opened 11/30/10 - closed 12/3/10 - days down: 4 - Mileage: 6,789
C/States engine light is on: cause: fuel rail pressure sensor (high pressure sensor) fault code in diagnosis memory (warn. Lamp on) - Replacing pressure regulator of fuel injection system (for function check with DIS)- Test drove car, Tested OK.

RO 324397 opened 12/6/10 - closed 1/5/11 - days down: 31 - Mileage: 6,894
C/States SES light is on - no power. High pressure fuel pump failure. Test drove vehicle several times - Fault no longer reoccurred.

RO 343375 opened 5/13/11 - closed 5/18/11 - days down: 6 - Mileage: 13,217
C/States after starting vehicle he hears squeaking/squealing type noises that seem to be coming from steering column area (sitting idle, and while backing and turn steering wheel) noise goes away after about 10-15 seconds - NO PROBLEM FOUND AT THIS TIME.

C/States there is a gas type odor coming from engine area after driving vehicle hard (intermittent) Fuel rail pressure sensor (high pressure sensor) leaking - Replacing pressure regulator of fuel injection system

C/States the pass side sunvisor will not lock in place (loose Removing & installing or replacing left or right sun visor and holder.

RO 345459 opened 6/1/11 - closed 6/16/11 - days down: 16 - Mileage: 13,948
C/States SES light is on (note car does show fuel reserve) Fuel rail pressure sensor (high pressure sensor) fault code in diagnosis memory (warn. Lamp on)- Removing & installing or replacing pressure sensor at pressure accumulator of injection system (after vehicle diagnosis

C/States when accelerating on a cold start, belts making noise - Replacing air conditioner compressor drive belt. ...

Customer Service Request Detail # 201116800105

<p>...</p> <p>Kimberly, in view of the repairs to date, and his letter to BMW of Dallas, I sense that nothing we do, short of a refund, will make him happy.</p> <p>Look forward to your comments.</p> <p>Thank you.</p> <p>Bill Stuart</p>		<p>...</p>	
Activity Status:	Done	Activity Updated:	6/30/2011 07:47AM
Activity Type:	Field Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	6/30/2011 07:47AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	see notes		
Note Created: 6/30/2011 07:47AM		Note Created By: Stuart, William	
Note Type: Field Interaction			
<p>Good morning Kimberly:</p> <p>The 12/6 repair against RO 324397 to install a high pressure fuel pump, requiring 31 days, warrants dealer participation. I would hope they would acknowledge this oversight and agree to participate.</p> <p>Regards, Bill Stuart</p> <p>-----Original Message----- From: Byars Kimberly, V2-US-V-2-S-25 Sent: Wednesday, June 29, 2011 7:22 PM To: Stuart, William A-54 Subject: [REDACTED] - 2011 335d - VIN A [REDACTED] - Mileage: 14,000 -</p> <p>Bill-</p> <p>I'm in total agreement but I feel the center's handling of this customer warrants participation from this as well. Please advise. Thanks.</p> <p>Best Regards- Kimberly</p>			
Activity Status:	Done	Activity Updated:	7/5/2011 09:36AM
Activity Type:	Field Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/5/2011 09:36AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	<p>Good morning Kimberly:</p> <p>At your convenience, please advise as to where things stand with this - thanks</p>		
Note Created:		Note Created By:	
Note Type:			

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	7/6/2011 08:46AM
Activity Type	Field Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/6/2011 08:46AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SEE NOTES		
Note Created: 7/6/2011 08:46AM		Note Created By: Stuart, William	
Note Type: Field Interaction			
Cody-			
I'm fine with a repurchase but feel that the center should contribute as well due to the handling of this customer. Please advise.			
Best Regards- Kimberly			
Activity Status:	Done	Activity Updated:	7/7/2011 01:09PM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/7/2011 01:09PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	ADVISED WAITING FOR EMAIL FROM OUR AAM ON HOW TO PROCEED - EXPECT TO CALL LATE TODAY OR TOMORROW WITH RESPONSE.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/7/2011 01:10PM
Activity Type	Field Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/7/2011 01:10PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	KIMBERLY BYARS SAID CENTER WOULD PARTICIPATE IN REFUND & SHE WOULD CONFIRM EVERYTHING IN EMAIL BY TODAY OR TOMORROW-HAVING COMPUTER PROBLEMS.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	7/8/2011 07:04AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/8/2011 07:03AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	see notes		
Note Created: 7/8/2011 07:04AM		Note Created By: Stuart, William	
Note Type: Dealer Interaction			

Customer Service Request Detail # 201116800105

Good morning Ken:

Thought you should be aware of this.

Best regards,

Bill

-----Original Message-----
 From: Byars Kimberly, V2-US-V-2-S-25
 Sent: Thursday, July 07, 2011 4:53 PM
 To: 'mashburnc@autonation.com'
 Cc: Stuart W [REDACTED] -A-54
 Subject: Re: [REDACTED] - 2011 335d - VIN A [REDACTED] Mileage: 14,000 -

Ken Green will be your best resource.

Best-
 Kimberly

Message sent via Blackberry. Please excuse brevity and/or spelling errors.

----- Original Message -----
 From: Mashburn, Cody [mailto:MashburnC@autonation.com]
 Sent: Thursday, July 07, 2011 10:51 PM
 To: Byars Kimberly, V2-US-V-2-S-25
 Cc: Stuart W [REDACTED] -A-54
 Subject: RE: [REDACTED] - 2011 335d - VIN A [REDACTED] - Mileage: 14,000 -

Kimberly,

I spoke with Ted and he wants me to forward all of the information on to Jeff Tyson to determine value etc. Having never been involved with a repurchase as apposed to a trade assist, I have a couple of questions.

Cody

Activity Status:	Done	Activity Updated:	7/8/2011 10:52AM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/8/2011 10:52AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	ADVISED AAM AUTHORIZED REPURCHASE - CODY MASHBURN IS POINT MAN - WILL CALL CUST 7/12 TO SEE IF HE'S BEEN CONTACTED BY CENTER.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	7/12/2011 10:16AM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/12/2011 10:13AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	ADVISED IF ALL FINANCIAL PAPERS IN CENTER'S HANDS, AND SUBMITTED TO BMW THIS WEEK, POSSIBLE BMWNA COULD ELECTRONICALLY TRANSFER FUNDS TO DEALER		

Note Created: 7/12/2011 10:15AM	Note Created By: Stuart, William	Note Type: Customer Interaction
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Customer Service Request Detail # 201116800105

AND DEALER WOULD BE IN POSITION TO SETTLE WITH CUSTOMER SOMETIME DURING THE WEEK OF JULY 18TH - PROMISED TO CALL CUSTOMER ON 7/14 FOR UPDATE.			
Activity Status:	Done	Activity Updated:	7/14/2011 01:45PM
Activity Type	Customer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/14/2011 01:45PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SPOKE TO CODY MASHBURN ON TUESDAY - ADVISED WOULD CHECK BY ON 7/18 OR 7/19.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/21/2011 09:08AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/21/2011 09:08AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	Good morning Cody: At your convenience, can you tell me where things stand.		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	7/21/2011 11:01AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/21/2011 11:00AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	see notes		
Note Created:	7/21/2011 11:01AM	Note Created By:	Stuart, William
		Note Type: Dealer Interaction	
Bill, Working the deal with my sales team. I need to get with my GM Ted to discuss what Kimberly Byars' expectations from us are. I will get back with you soon. Cody Mashburn BMW of Dallas			
Activity Status:	Done	Activity Updated:	7/27/2011 11:17AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/27/2011 11:17AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	Hello Cody: At your convenience, any update - thanks - Bill		
Note Created:	Note Created By:	Note Type:	

Customer Service Request Detail # 201116800105

Activity Status:	Done	Activity Updated:	7/27/2011 12:03PM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	7/27/2011 12:02PM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SEE NOTES		
Note Created: 7/27/2011 12:03PM		Note Created By: Stuart, William	
Note Type: Dealer Interaction			
Bill,			
He is getting information to Jeff Tyson today that should allow us to wrap this up today or tomorrow.			
Cody			
Sent			
Activity Status:	Done	Activity Updated:	8/4/2011 08:57AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	8/4/2011 08:57AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	Hello Cody: At your convenience, please let me know where things stand.		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	8/5/2011 09:03AM
Activity Type	Dealer Interaction	Activity Updated By:	Stuart, William
Activity Assigned To:	Stuart, William	Email From:	
Activity Created:	8/5/2011 09:03AM	Email To:	
Activity Created By:	Stuart, William		
Activity Description:	SEE NOTES		
Note Created: 8/5/2011 09:03AM		Note Created By: Stuart, William	
Note Type: Dealer Interaction			

Customer Service Request Detail # 201116800105

FYI, see below. Cody -----Original Message----- From: Tyson, Jeffery Sent: Thursday, August 04, 2011 10:14 AM To: Mashburn, Cody Subject: Re: [REDACTED] 2011 335d - VIN A [REDACTED] Mileage: 14,000 - Yes. I have it. Jeff Sent from my iPhone On Aug 4, 2011, at 10:05 AM, "Mashburn, Cody" <MashburnC@autonation.com> wrote: > Is this complete yet? > > Cody		
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Stuart, William Activity Created: 8/11/2011 03:43PM Activity Created By: Stuart, William Activity Description: Cody When you have a moment, can you give me an update	Activity Updated: 8/11/2011 03:43PM Activity Updated By: Stuart, William Email From: Email To:	
Note Created:	Note Created By:	Note Type:
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Stuart, William Activity Created: 8/12/2011 09:54AM Activity Created By: Stuart, William Activity Description: see notes		Activity Updated: 8/12/2011 09:55AM Activity Updated By: Stuart, William Email From: Email To:
Note Created: 8/12/2011 09:54AM	Note Created By: Stuart, William	Note Type: Dealer Interaction

Customer Service Request Detail # 201116800105

Cody - this is what I was looking for - thank you.

Bill

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

From: Mashburn, Cody [mailto:MashburnC@autonation.com]

Sent: Friday, August 12, 2011 9:42 AM

To: Stuart Wil [redacted] A-54

Subject: FW: [redacted] 2011 335d - VIN [redacted] - Mileage: 14,000 -

Bill,

Is this the info you need?

Cody

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

From: Tyson, Jeffery

Sent: Thursday, August 11, 2011 11:25 PM

To: Mashburn

Subject: Re: [redacted] - 2011 335d - VIN [redacted] - Mileage: 14,000 -

We did it last week. He picked up his check yesterday.

J

Sent from my iPad

Customer Service Request Detail # 201122400866

Customer

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

Service Request

Service Request #:	201122400866
Brand:	BMW
Type:	Potential Lemon Law
Source:	Defect Notification
Current Status:	Closed
Date Opened:	8/12/2011 03:51PM
Created By:	Haudenschild, Ashley
Rep Assigned:	Young, Elaine
Date Assigned:	8/17/2011 10:19AM
Assigned Dealer:	Peter Pan BMW
Identified Dealer:	Peter Pan BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	8/23/2011 09:15AM
Close Rep:	Young, Elaine
Issue Note:	ESCALATION-Request for New Vehicle

Vehicle

VIN:	5UXZW0C54BL [REDACTED]
Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2011
Model:	X5 xDrive35d
Mileage:	10
Sale:	08/11/11
In Service Date:	08/11/11
Production Date:	07/18/11

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	FUEL SUPPLY SYSTEMS	1601	FUEL SUPPLY SYSTEM - FUEL PUMP

Solution Notes

Created	Solution
8/18/2011	BMWNA denied customer's request for repurchase. Customer ? lemon law parameters and confirmed the 1st repair is at 10 miles!!
8/23/2011	BMWNA denied customer's request for repurchase. Customer ? lemon law parameters and confirmed the 1st repair is at 10 miles!!

Attachments

File Name	Comments
KLEIN	

Customer Service Request Detail # 201122400866

Activity Status:	Done	Activity Updated:	8/15/2011 11:45AM
Activity Type	Customer Interaction	Activity Updated By:	Haudenschild, Ashley
Activity Assigned To:	Haudenschild, Ashley	Email From:	
Activity Created:	8/12/2011 03:52PM	Email To:	
Activity Created By:	Haudenschild, Ashley		
Activity Description:	escalated, cci for Request for New Vehicle. see notes		

Note Created: 8/12/2011 03:53PM	Note Created By: Haudenschild, Ashley	Note Type: Customer Interaction
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cust sttd just had X5 35d delivered to him on Wednesday, first time driving, pressed the gas, check engine light came on.
 cust sttd there are now 10 miles on the veh, the 10 miles it took to take straight to the dealer.
 cust sttd the HPFP was then replaced, and work was done on the fuel line
 cust sttd servicing dealer is Peter Pan BMW
 cust sttd a year ago BMW refunded him for 535i because of these same issues and he was refunded all of his money and used it towards a 550i which he has thoroughly enjoyed so far.
 cust sttd he is now having same issues he had with 535i with this X5 and doesnt want to go through same experience and wants something to drive while he waits to take delivery of another X5
 cust sttd purchased through Santa Maria BMW, financed, BMWFS: \$804.39/month
 cust sttd SA: Oliver
 cust sttd he has two immediate requests 1. needs car to drive while he waits 2. wants a new veh ordered and delivered.
 wtr advised cannot guarantee anything, 1-3 business day followup

Activity Status:	Done	Activity Updated:	8/15/2011 11:54AM
Activity Type	Dealer Interaction	Activity Updated By:	Haudenschild, Ashley
Activity Assigned To:	Haudenschild, Ashley	Email From:	
Activity Created:	8/15/2011 11:53AM	Email To:	
Activity Created By:	Haudenschild, Ashley		
Activity Description:	wtr emailed SM Brock, see notes		

Note Created: 8/15/2011 11:53AM	Note Created By: Haudenschild, Ashley	Note Type: Dealer Interaction
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Customer Service Request Detail # 201122400866

From: Haudenschild Ashley, SF2-US-S-5
Sent: Monday, August 15, 2011 11:53 AM
To: 'bkeck@penskeautomotive.com'
Subject: [REDACTED] / 5UXZW0C54E [REDACTED]

Hi Brock,

Mr. [REDACTED] stated that he just took delivery of this vehicle last Wednesday and on the first drive the check engine light came on and he brought it in to your center and was told the high pressure fuel pump needed replaced. He is requesting to be put into another vehicle. DO you have any other details on this visit?

Thank you for your time.

Kind regards,

Ashley Haudenschild
Customer Relations and Services
Customer Assistance Manager

Telephone (614) 789-7386
Fax (614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status: Done
Activity Type: Dealer Interaction
Activity Assigned To: Haudenschild, Ashley
Activity Created: 8/15/2011 06:18PM
Activity Created By: Haudenschild, Ashley
Activity Description: email from Brock, see notes - screen shot from original e-mail is in attachments.

Activity Updated: 8/15/2011 06:21PM
Activity Updated By: Haudenschild, Ashley
Email From:
Email To:

Note Created: 8/15/2011 06:18PM Note Created By: Haudenschild, Ashley Note Type: Dealer Interaction

From: Keck, Brock [mailto:BKeck@penskeautomotive.com]
Sent: Monday, August 15, 2011 4:12 PM
To: Haudenschild, Ashley, SF2-US-S-5
Subject: RE: [REDACTED] / 5UXZW0C54E [REDACTED]

No other details to provide: here is a screen shot of technician notes.

Brock Keck
Service Manager
Direct (650)204-7551
Fax (650)286-8900

Activity Status: Done
Activity Type: Market Liaison Escalation
Activity Assigned To: Brown, Kevin
Activity Created: 8/15/2011 07:27PM
Activity Created By: Haudenschild, Ashley
Activity Description: Market Escalation - see notes

Activity Updated: 8/16/2011 12:09PM
Activity Updated By: Brown, Kevin
Email From:
Email To:

Note Created: 8/15/2011 07:27PM Note Created By: Haudenschild, Ashley Note Type: Market Liaison Escalation

Customer Service Request Detail # 201122400866

From: Haudenschild Ashley, SF2-US-S-5
Sent: Monday, August 15, 2011 7:27 PM
To: Brown Kevin, SF2-US-S-6
Subject: Marke [REDACTED] ion - SR:201122400866 - [REDACTED] - VIN: 5UXZWC54E [REDACTED] - BMW of Santa Maria (seimng) - Peter Pan BMW (servicing)

Escalation to Core
[REDACTED]

VIN 5UXZWC54E [REDACTED]
IN-SERVICE DATE 06/17/2011
PURCHASED OR LEASED purchased
MONTHLY PAYMENT \$804.39
CURRENT MILEAGE 10 miles
SERVICING DEALER Peter Pan BMW
DAYS DOWN PER CENTER N/A
PREVIOUS GOODWILL none
BRAND HISTORY This is Mr. Klein's fifth BMW (PL51760 – 2005 330Ci, CZ80004 – 2008 535i, L033799 – 2008 X5, C617594 – 2011 550i)
CUSTOMER ISSUE Mr. Klein stated that after taking delivery of this vehicle, on his first time driving it the service engine light came on, he took the vehicle straight to Peter Pan BMW where the fuel pump needed replaced.
CUSTOMER'S REQUEST Mr. Klein is requesting to be put in to another vehicle.
CENTER COMMENTS The service manager, Brock Keck, confirmed the repair. See attachments in SR.

ADDITIONAL INFORMATION

Kind regards,

Ashley Haudenschild
Customer Relations and Services
Customer Assistance Manager

Telephone (614) 789-7386
Fax (614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	8/16/2011 12:09PM
Activity Type	Escalate to Core	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	8/16/2011 12:09PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Email to MJ at CORE		

Note Created: 8/16/2011 12:09PM Note Created By: Brown, Kevin Note Type: Escalate to Core

Customer Service Request Detail # 201122400866

MJ,
 Please assign.
 Customer is asking to be removed from his vehicle. Mr. Klein took delivery of his vehicle Thursday of last week. Within 10 miles of driving the service engine light was on and the vehicle needed the fuel pump replaced. Attached to the SR Brock Keck sent a screen shot of the tech notes from the visit and the TSE recommended the High pressure fuel pump be replaced.
 Thanks,
 Kevin
 From: Haudenschild Ashley, SF2-US-S-5
 Sent: Monday, August 15, 2011 7:27 PM
 To: Brown Kevin, SF2-US-S-6
 Subject: Market [redacted] - SR:201122400866 - [redacted] - VIN: 5UXZW0C54BL[redacted] - BMW of Santa Maria (se [redacted] r Pan BMW (servicing)
 Escalation to Core [redacted]
 [redacted]
 VIN 5UXZW0C54BL[redacted]
 IN-SERVICE DATE 08/17/2011
 PURCHASED OR LEASED purchased
 MONTHLY PAYMENT \$804.39
 CURRENT MILEAGE 10 miles
 SERVICING DEALER Peter Pan BMW
 DAYS DOWN PER CENTER N/A
 PREVIOUS GOODWILL none
 BRAND HISTORY This is Mr. Klein's fifth BMW (PL51760 – 2005 330Ci, CZ80004 – 2008 535i, L033799 – 2008 X5 [redacted] 17594 – 2011 550i)
 CUSTOMER ISSUE Mr [redacted] stated that after taking delivery of this vehicle, on his first time driving it the service engine light came on, he took the vehicle straight to Peter Pan BMW where the fuel pump ne [redacted] eplaced.
 CUSTOMER'S REQUEST Mr [redacted] is requesting to be put in to another vehicle.
 CENTER COMMENTS The service manager, Brock Keck, confirmed the repair. See attachments in SR.
 ADDITIONAL INFORMATION

Activity Status:	Done	Activity Updated:	8/17/2011 02:03PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	8/17/2011 02:03PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	SW cust abt reqst. I wl get bk to him with response frm mkt tm when i get it.I wl sen d him my contact info.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	8/17/2011 02:04PM
Activity Type	Customer Interaction	Activity Updated By:	Young, Elaine
Activity Assigned To:	Young, Elaine	Email From:	
Activity Created:	8/17/2011 02:03PM	Email To:	
Activity Created By:	Young, Elaine		
Activity Description:	Sent contact info to cust-see note		

Customer Service Request Detail # 201122400866

Note Created: 8/17/2011 02:04PM		Note Created By: Young, Elaine		Note Type: Customer Interaction	
<p>From: Young Elaine, V2-US-A-54 Sent: Wednesday, August 17, 2011 2:03 PM To: 'angi [REDACTED]@et.com Subject: [REDACTED] Vin L [REDACTED]</p> <p>Hello [REDACTED]</p> <p>As discussed, I will contact you as soon as I receive a response from my Market Manager in regard to your request to be put into another vehicle. I can be reached at 201 263-8232 between the hours of 8am and 4 pm EST. Thank you.</p> <p>Regards, Elaine</p> <p>Elaine Young Customer Relations and Services Executive Customer Assistance Manager V2-US-A51</p> <p>Telephone: 201-263-8232 800 831-1117 x8232 Fax: 201-930-8484 Mailing Address: PO Box 1227 Westwood, NJ 07675-1227</p> <p>At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.</p>					
Activity Status:	Done	Activity Updated:	8/17/2011 02:07PM		
Activity Type	Field Interaction	Activity Updated By:	Young, Elaine		
Activity Assigned To:	Young, Elaine	Email From:			
Activity Created:	8/17/2011 02:06PM	Email To:			
Activity Created By:	Young, Elaine				
Activity Description:	CRITICAL sent to the field-see note				
Note Created: 8/17/2011 02:07PM		Note Created By: Young, Elaine		Note Type: Field Interaction	

Customer Service Request Detail # 201122400866

From: Young Elaine, V2-US-A-54
Sent: Wednesday, August 17, 2011 2:06 PM
To: Cook Jeannette, V2-US-V-3-S-37; Kumar Richard, V2-US-V-3-S-37; Morrow James, V2-US-A-25; Huzya [REDACTED] 2-US- [REDACTED] Leyton Kirk, V2-US-A-25
Subject: CRITICAL [REDACTED] Vin [REDACTED] Peter Pan BMW-2011 BMW X5

Hello Team,

This customer has been escalated from our Ohio Office. Per the Ohio Rep:

Customer is asking to be removed from his vehicle. Mr. [REDACTED] took delivery of his vehicle Thursday of last week. Within 10 miles of driving the service engine light was on and the vehicle needed the fuel pump replaced. Attached to the SR Brock Keck sent a screen shot of the tech notes from the visit and the TSE recommended the High pressure fuel pump be replaced.

Thanks,

Kevin

Escalation to Core
CUSTOMER NAME [REDACTED]
CONTACT NUMBER [REDACTED]
VIN 5UXZW0C54BL [REDACTED]
IN-SERVICE DATE 08/11/2011
PURCHASED OR LEASED purchased
MONTHLY PAYMENT \$804.39
CURRENT MILEAGE 10 miles
SERVICING DEALER Peter Pan BMW

BRAND HISTORY This is Mr. [REDACTED] fifth BMW (PL51760 – 2005 330Ci, CZ80004 – 2008 535i, L033799 – 2008 X5, C61 [REDACTED] 2011 550i)

CUSTOMER ISSUE Mr. [REDACTED] stated that after taking delivery of this vehicle, on his first time driving it the service engine light came on, he took the vehicle straight to Peter Pan BMW where the fuel pump needed replaced.

CUSTOMER'S REQUEST Mr. [REDACTED] is requesting to be put in to another vehicle. He would also like a loaner while he waits for a new car.

CENTER COMMENTS The service manager, Brock Keck, confirmed the repair. See attachments in SR.

Please advise how you would like me to proceed. Thank you.

Elaine

Elaine Young
Customer Relations and Services
Executive Customer Assistance Manager
V2-US-A51

Telephone:
201-263-8232
800 831-1117 x8232
Fax:
201-930-8484
Mailing ...

Customer Service Request Detail # 201122400866

<p>... Address: PO Box 1227 Westwood, NJ 07675-1227</p> <p>At BMW we don't just make cars, we make JOY. The story of joy continues at bmwusa.com/JOY.</p>	<p>...</p>
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<p>Activity Status: Done Activity Type: Field Interaction Activity Assigned To: Young, Elaine Activity Created: 8/18/2011 03:25PM Activity Created By: Young, Elaine Activity Description: AAM denied request for repurchase-see note</p>	<p>Activity Updated: 8/18/2011 03:26PM Activity Updated By: Young, Elaine Email From: Email To:</p>
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Note Created: 8/18/2011 03:25PM	Note Created By: Young, Elaine	Note Type: Field Interaction
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<p>From: Kumar Richard, V2-US-V-3-S-37 Sent: Thursday, August 18, 2011 2:01 PM To: Young Elaine, V2-US Subject: FW: CRITICAL [REDACTED] Vin [REDACTED] Peter Pan BMW-2011 BMW X5</p> <p>Elaine,</p> <p>After review this vehicle does not meet the California Lemon Law parameters for a repurchase.</p> <p>RK</p> <p>From: Caldwell,Dana [mailto:DCaldwell@penskeautomotive.com] Sent: Thursday, August 18, 2011 10:40 AM To: Kumar Richard, V2-US Subject: RE: CRITICAL [REDACTED] Vin [REDACTED] Peter Pan BMW-2011 BMW X5</p> <p>Car was purchased from a broker via BMW of Santa Maria. – X5 Diesel Vehicle had 20 miles on it when it arrived. We replaced the HPP, test drove car 33 miles with no further issues. Customer had a 535 repurchased for HPP issues. Customer was in a loaner while car was in for service. Car was picked up on Friday 8-12-11 – down a total of 2 days.</p> <p>Dana Caldwell Service & Parts Director Peter Pan BMW Service & Parts Center 1625 Adrian Rd Burlingame, Ca 94010 (650) 204-7550</p> <p>Become a Fan!! Facebook.com/Peter Pan BMW</p>	
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<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Young, Elaine Activity Created: 8/18/2011 03:28PM Activity Created By: Young, Elaine Activity Description: Advd cust reqst denied.He reviewed Lemon Law Parameters with me.Confrmd repr was documented at 10 miles.</p>	<p>Activity Updated: 8/18/2011 03:28PM Activity Updated By: Young, Elaine Email From: Email To:</p>
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Customer Service Request Detail # 201122400866

Note Created:	Note Created By:	Note Type:

Customer Service Request Detail # 201127200643

Customer

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

Service Request

Service Request #:	201127200643
Brand:	BMW
Type:	Potential Lemon Law
Source:	Defect Notification
Current Status:	Closed
Date Opened:	9/29/2011 02:45PM
Created By:	Hathaway, Bobbi
Rep Assigned:	Oliver-Hardy, Carolyn
Date Assigned:	10/5/2011 09:14AM
Assigned Dealer:	BMW of Escondido
Identified Dealer:	BMW of Escondido
Date Resolved:	
Resolve Rep:	
Date Closed:	11/3/2011 08:52AM
Close Rep:	Dawson, Avery
Issue Note:	ESCALATION - Veh Stalling complaint

Vehicle

VIN:	5UXZW0C55BL [REDACTED]
Chassis # (US):	[REDACTED]
Chassis # (Non - US):	
Year:	2011
Model:	X5 xDrive35d
Mileage:	17,550
Sale:	12/17/10
In Service Date:	12/17/10
Production Date:	11/24/10

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	ENGINE - INTERNAL & EXTERNAL	1106	ENGINE DIES

Solution Notes

Created	Solution
11/3/2011	BMW NA repurchased vehicle for days down for diesel exhaust issues; surrender completed by ISG on 11/2/2011 at BMW OF ESCONDIDO.

Attachments

File Name	Comments
Mok	
Mok, J	
Mok, J.-L657051 History Ar	

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	9/29/2011 02:49PM
Activity Type	Customer Interaction	Activity Updated By:	Hathaway, Bobbi
Activity Assigned To:	Hathaway, Bobbi	Email From:	
Activity Created:	9/29/2011 02:46PM	Email To:	
Activity Created By:	Hathaway, Bobbi		
Activity Description:	Cust son-in-law Ray Shay ci w/ Veh Stalling complaint. Wtr took call from Tier 1 Adam.		

Note Created: 9/29/2011 02:47PM

Note Created By: Hathaway, Bobbi

Note Type: Customer Interaction

94970 - will be point of contact for language reasons
c/s ven has been at bmw or escondido for a couple weeks
c/s owner was a trip a couple weeks ago and veh died on Freeway, it was originally towed to Savage and they had veh for a week and veh was returned to san diego, the same issue occurred before they left the house and the veh has been at dlr for 2 weeks, c/s the dlr is bringing in an expert tech to look at veh tomorrow
c/s he would like to get into another BMW
c/s he thinks the veh is being financed through FS
c/s he is not sure if owner has leased or owned other BMW vehs
c/s he does not know mileage

Wtr adv cust his request can be researched and adv cust to allow 3-5 bus days for followup.

Activity Status:	Done	Activity Updated:	10/4/2011 09:23AM
Activity Type	Market Liaison Escalation	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	9/30/2011 04:27PM	Email To:	
Activity Created By:	Hathaway, Bobbi		
Activity Description:	Wtr emailed KB. >>		

Note Created: 9/30/2011 04:28PM

Note Created By: Hathaway, Bobbi

Note Type: Market Liaison Escalation

Customer Service Request Detail # 201127200643

From: Hathaway Bobbi, SF2-US-S-5
Sent: Friday, September 30, 2011 4:27 PM
To: Brown Kevin, SF2-US-S-6
Subject: Market Escalation - SR 201127200643 - [REDACTED] - 5UXZW0C55BL [REDACTED] - BMW of Escondido (Selling and Servicing)

Escalation to Core
CUSTOMER NAME [REDACTED] who is the customers son-in-law will be the point of contact for language reasons
CONTACT NUMBER [REDACTED]
VIN 5UXZW0C55BL [REDACTED]
IN-SERVICE DATE 12/17/2010
PURCHASED OR LEASED Purchased and financing through BMWFS
MONTHLY PAYMENT \$ 965.91
CURRENT MILEAGE Mr. Shay stated he does not know the mileage.
SERVICING DEALER BMW of Escondido
DAYS DOWN PER CENTER
PREVIOUS GOODWILL
BRAND HISTORY
CUSTOMER ISSUE The customers son-in-law stated that the vehicle died on the freeway while traveling and was originally fixed at Savage and returned to the customer's home. The vehicle stalled again when leaving the customer's home the first day and has been at BMW of Escondido for 2 weeks.
CUSTOMER'S REQUEST Mr. [REDACTED] stated that Mr. [REDACTED] is requesting to be put into another vehicle due to the repeat issue.
CENTER COMMENTS The service manager has been emailed with a request for service recap.
Mr. [REDACTED] stated that the dealer has advised they have scheduled a visit from a technician to look at the vehicle.
ADDITIONAL INFORMATION Mr. [REDACTED] stated that Mr. [REDACTED] is concerned about whether or not the vehicle is fixable if it is already having issues that the dealer is unable to resolve.

Kind regards,

Bobbi Hathaway
BMW Customer Relations and Services
Customer Assistance Manager

Activity Status:	Done	Activity Updated:	9/30/2011 04:29PM
Activity Type	Dealer Interaction	Activity Updated By:	Hathaway, Bobbi
Activity Assigned To:	Hathaway, Bobbi	Email From:	
Activity Created:	9/30/2011 04:29PM	Email To:	
Activity Created By:	Hathaway, Bobbi		
Activity Description:	Wtr emailed SM requesting serv recap. >>		

Note Created: 9/30/2011 04:29PM

Note Created By: Hathaway, Bobbi

Note Type: Dealer Interaction

Customer Service Request Detail # 201127200643

<p>From: Hathaway Bobbi, SF2-US-S-5 Sent: Friday, September 30, 2011 3:29 PM To: 'jame [REDACTED] wofescondido.com' Subject: [REDACTED]</p> <p>Hello James</p> <p>Would you mind getting together a service recap on this vehicle and verifying days down? Thank you for your help.</p> <p>Kind regards,</p> <p>Bobbi Hathaway BMW Customer Relations and Services Customer Assistance Manager</p>		
Activity Status: Done	Activity Updated: 10/3/2011 12:12PM	
Activity Type: Dealer Interaction	Activity Updated By: Hathaway, Bobbi	
Activity Assigned To: Hathaway, Bobbi	Email From:	
Activity Created: 10/3/2011 12:12PM	Email To:	
Activity Created By: Hathaway, Bobbi		
Activity Description: SM emailed serv recap. document is attached.		
Note Created:	Note Created By:	
	Note Type:	
Activity Status: Done	Activity Updated: 10/4/2011 09:22AM	
Activity Type: Dealer Interaction	Activity Updated By: Brown, Kevin	
Activity Assigned To: Brown, Kevin	Email From:	
Activity Created: 10/4/2011 09:22AM	Email To:	
Activity Created By: Brown, Kevin		
Activity Description: Email to the SM Jim S at Savage for a recap		
Note Created: 10/4/2011 09:22AM	Note Created By: Brown, Kevin	
	Note Type: Dealer Interaction	
<p>Jim,</p> <p>Could you provide me with a recap of the service history for this one?</p> <p>Kind regards,</p> <p>Kevin B Brown Customer Relations and Services Regional Escalations Manager</p> <p>Telephone (614) 789-7623 (800) 831-1117 Ext 7623 Fax (614) 789-1992 Mailing Address PO Box 1227 Westwood NJ 07675-1227</p>		

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	10/4/2011 10:03AM
Activity Type	Customer Interaction	Activity Updated By:	Miller, Jacqueline
Activity Assigned To:	Miller, Jacqueline	Email From:	
Activity Created:	10/4/2011 10:03AM	Email To:	
Activity Created By:	Miller, Jacqueline		
Activity Description:	Cci for KB for status update. KB not avail, wtr transferred to voicemail.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	10/4/2011 10:08AM
Activity Type	Market Liaison Interaction	Activity Updated By:	Miller, Jacqueline
Activity Assigned To:	Miller, Jacqueline	Email From:	
Activity Created:	10/4/2011 10:04AM	Email To:	
Activity Created By:	Miller, Jacqueline		
Activity Description:	See notes.		

Note Created: 10/4/2011 10:08AM	Note Created By: Miller, Jacqueline	Note Type: Market Liaison Interaction
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<p>From: Miller Jacqueline, SF2-US-S-5 Sent: Tuesday, October 04, 2011 10:08 AM To: Brown Kevin, SF2-U Subject: 201127200643 [REDACTED]</p> <p>Hi KB,</p> <p>Mr. [REDACTED] called in to spe [REDACTED] with you and get a case update. Since you were unavailable at the time of the call, Mr. [REDACTED] opted to leave you a voicemail. Just wanted to let you know! Thank you.</p> <p>Kind regards, Jackie Miller Customer Relations and Services Customer Assistance Manager</p>	
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Activity Status:	Done	Activity Updated:	10/4/2011 01:33PM
Activity Type	Customer Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	10/4/2011 01:25PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	sprvsr req-cust son in law ci stating veh lost all power on a road trip and veh had to be towed to Savage BMW-c/s the cust received the veh back>		

Note Created: 10/4/2011 01:26PM	Note Created By: Snively, Jodi	Note Type: Customer Interaction
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<p>the issue occured again-c/s he no longer wants this veh-c/s the veh was in serv for 2 1/2 wks-c/s the dealer has adv the veh has been repaired and adv dealer is req that cust bring the loaner veh back today-c/s he needs an update on his case or he is going to seek legal action as he feels the veh is not safe-Wrtr adv she will notify KB of cust call and adv CR reviewing req</p>	
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Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	10/4/2011 01:35PM
Activity Type	Corporate Interaction	Activity Updated By:	Snively, Jodi
Activity Assigned To:	Snively, Jodi	Email From:	
Activity Created:	10/4/2011 01:35PM	Email To:	
Activity Created By:	Snively, Jodi		
Activity Description:	Wrtr sent email to KB		

Note Created: 10/4/2011 01:35PM Note Created By: Snively, Jodi Note Type: Corporate Interaction

From: Snively Jodi, SF4-US-S-5
 Sent: Tuesday, October 04, 2011 1:35 PM
 To: Brown Kevin, SF2-116
 Subject: 201127200643

Hi Kevin,

Mr. [redacted] son in law [redacted] called in r [redacted] pdate on his case. Please see notes in SR. He would like a call back at [redacted] Thank you.

Kind regards,

Jodi Snively
 Customer Relations and Services
 Customer Assistance Manager

Telephone (614) 789-7646
 Fax (614) 789-1992
 Mailing Address
 P.O. Box 1227
 Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	10/4/2011 02:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	10/4/2011 02:52PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	See attached for recap from Savage		

Note Created: 10/4/2011 02:53PM Note Created By: Brown, Kevin Note Type: Dealer Interaction

Activity Status:	Done	Activity Updated:	10/4/2011 02:54PM
Activity Type	Escalate to Core	Activity Updated By:	Brown, Kevin
Activity Assigned To:	Brown, Kevin	Email From:	
Activity Created:	10/4/2011 02:53PM	Email To:	
Activity Created By:	Brown, Kevin		
Activity Description:	Email to MJ at CORE		

Note Created: 10/4/2011 02:54PM Note Created By: Brown, Kevin Note Type: Escalate to Core

Customer Service Request Detail # 201127200643

<p>MJ,</p> <p>Please assign.</p> <p>Customer is seeking a repurchase based on repeat loss of power complaints. Attached are recaps provided by Savage BMW and BMW of Escondido. Currently the vehicle is at Escondido undergoing additional diagnosis. Looking thru the recaps we have a total of 29+ days down.</p> <p>Thanks,</p> <p>Kevin</p> <p>From: Hathaway Bobbi, SF2-US-S-5 Sent: Friday, September 30, 2011 4:27 PM To: Brown Kevin, SF2-US-S-6 Subject: Market Escalation - SR 201127200643 [REDACTED] - 5UXZW0C55BL [REDACTED] - BMW of Escondido (Selling and Servicing)</p> <p>Escalation to Core CUSTOMER NAME [REDACTED] who is the customers son-in-law will be the point of contact for language reasons CONTACT NUMBER [REDACTED] VIN 5UXZW0C55BL [REDACTED] IN-SERVICE DATE 12/17/2010 PURCHASED OR LEASED Purchased and financing through BMWFS MONTHLY PAYMENT \$ 965.91 CURRENT MILEAGE Mr. Shay stated he does not know the mileage. SERVICING DEALER BMW of Escondido DAYS DOWN PER CENTER PREVIOUS GOODWILL BRAND HISTORY CUSTOMER ISSUE The customers son-in-law stated that the vehicle died on the freeway while traveling and was originally fixed at Savage and returned to the customer's home. The vehicle stalled again when leaving the customer's home the first day and has been at BMW of Escondido for 2 weeks. CUSTOMER'S REQUEST Mr. Shay stated that Mr. [REDACTED] is requesting to be put into another vehicle due to the repeat issue. CENTER COMMENTS The service manager has been emailed with a request for service recap. Mr. Shay stated that the dealer has advised they have scheduled a visit from a technician to look at the vehicle. ADDITIONAL INFORMATION Mr. [REDACTED] stated that Mr. [REDACTED] is concerned about whether or not the vehicle is fixable if it is already having issues that the dealer is unable to resolve.</p>																									
<table style="width:100%; border: none;"> <tr> <td style="width:20%;">Activity Status:</td> <td style="width:30%;">Done</td> <td style="width:20%;">Activity Updated:</td> <td style="width:30%;">10/4/2011 03:03PM</td> </tr> <tr> <td>Activity Type:</td> <td>Customer Interaction</td> <td>Activity Updated By:</td> <td>Brown, Kevin</td> </tr> <tr> <td>Activity Assigned To:</td> <td>Brown, Kevin</td> <td>Email From:</td> <td></td> </tr> <tr> <td>Activity Created:</td> <td>10/4/2011 03:03PM</td> <td>Email To:</td> <td></td> </tr> <tr> <td>Activity Created By:</td> <td>Brown, Kevin</td> <td></td> <td></td> </tr> <tr> <td>Activity Description:</td> <td colspan="3">Spoke with the cust son in law Mr. Shay to adv that the case and his request for a repurchase is being reviewed currently</td> </tr> </table>		Activity Status:	Done	Activity Updated:	10/4/2011 03:03PM	Activity Type:	Customer Interaction	Activity Updated By:	Brown, Kevin	Activity Assigned To:	Brown, Kevin	Email From:		Activity Created:	10/4/2011 03:03PM	Email To:		Activity Created By:	Brown, Kevin			Activity Description:	Spoke with the cust son in law Mr. Shay to adv that the case and his request for a repurchase is being reviewed currently		
Activity Status:	Done	Activity Updated:	10/4/2011 03:03PM																						
Activity Type:	Customer Interaction	Activity Updated By:	Brown, Kevin																						
Activity Assigned To:	Brown, Kevin	Email From:																							
Activity Created:	10/4/2011 03:03PM	Email To:																							
Activity Created By:	Brown, Kevin																								
Activity Description:	Spoke with the cust son in law Mr. Shay to adv that the case and his request for a repurchase is being reviewed currently																								
<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> <tr> <td> </td> <td> </td> <td> </td> </tr> </table>		Note Created:	Note Created By:	Note Type:																					
Note Created:	Note Created By:	Note Type:																							

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	10/5/2011 05:04PM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/5/2011 05:00PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	S/W cust who stated veh has stalling issues. Cust stated veh stalled while father in law was driving back from Las Vegas. Cust stated / See Note		

Note Created: 10/5/2011 05:01PM Note Created By: Oliver-Hardy, Carolyn Note Type: Customer Interaction

father in law is 75 yrs old and no longer feels safe in the veh.

Activity Status:	Done	Activity Updated:	10/7/2011 10:24AM
Activity Type	Field Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/7/2011 10:22AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	E-mail from AAM to SM. See Note		

Note Created: 10/7/2011 10:23AM Note Created By: Oliver-Hardy, Carolyn Note Type: Field Interaction

From: Hwang Yi-Jang, V2-US-V-3-S-31
 Sent: Thursday, October 06, 2011 11:21 AM
 To: James Baumer; 'juliebuth@brechtbmw.com'
 Cc: Oliver-Hardy Carolyn 54
 Subject: FW: Critical fo [REDACTED] / [REDACTED] / 2011 X5 / BMW of Escondido

Hi [REDACTED]

Can you provide us a history analysis on this vehicle? Thanks

Regards,

Jang Hwang
 Area After sales Manager
 BMW of North America
 San Diego Metro - 31

Activity Status:	Done	Activity Updated:	10/7/2011 10:54AM
Activity Type	Field Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/7/2011 10:53AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Sent critical to the field. See Note		

Note Created: 10/7/2011 10:54AM Note Created By: Oliver-Hardy, Carolyn Note Type: Field Interaction

Customer Service Request Detail # 201127200643

From: Oliver-Hardy Carolyn, V2-US-A-54
 Sent: Thursday, October 06, 2011 10:59 AM
 To: Hwang Yi-Jang, V2-US-V-3-S-31
 Cc: Pratt Michael, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Huzyak Edward, V2-US-V-3-A; Leyton, V2-US-V-3-S-31
 Subject: Critical for [REDACTED] / [REDACTED] / 2011 X5 / BMW of Escondido

Jang,

Customer requesting a repurchase of this vehicle. Reason for the request being "stalling issues". Customer stated vehicle stalled out while his father in law who is in his 70's was driving back from a trip. Customer vehicle was towed back to them from a dealership and when the vehicle was driven 10 mins after it was returned it begin to stall again. Customer stated vehicle is currently at Escondido BMW.

Please let me know how to proceed on this case.

Kind regards,

Carolyn Oliver-Hardy
 Executive Customer Assistance Manager
 BMW of North America, LLC
 Customer Relations and Services

Activity Status:	Done	Activity Updated:	10/10/2011 10:50AM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/10/2011 10:50AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Cust son in law called looking for a update.		

Note Created:	Note Created By:	Note Type:
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Activity Status:	Done	Activity Updated:	10/12/2011 10:57AM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/12/2011 10:55AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Cust (son in law) called again for a update. Informed him the Mkt Mgr is still reviewing the case. Informed the cust that once I have / See Note		

Note Created: 10/12/2011 10:56AM	Note Created By: Oliver-Hardy, Carolyn	Note Type: Customer Interaction
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gotten a response he will be the first person I call. Cust asked for the Presidents information. Information was given to cust per his request.

Activity Status:	Done	Activity Updated:	10/13/2011 10:20AM
Activity Type	Field Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/13/2011 10:19AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Sent e-mail to AAM. See Note		

Note Created: 10/13/2011 10:20AM	Note Created By: Oliver-Hardy, Carolyn	Note Type: Field Interaction
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Customer Service Request Detail # 201127200643

<p>From: Oliver-Hardy Carolyn, V2-US-A-54 Sent: Thursday, October 13, 2011 10:18 AM To: Hwang Y 31 Subject: Re: [REDACTED] 2011 X5 / BMW of Escondido</p> <p>Jang,</p> <p>This customer's son in law is calling every day. Do you have decision on this case yet?</p> <p>Kind regards,</p> <p>Carolyn Oliver-Hardy Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services</p>		
Activity Status: Done	Activity Updated: 10/13/2011 10:20AM	
Activity Type: Customer Interaction	Activity Updated By: Oliver-Hardy, Carolyn	
Activity Assigned To: Oliver-Hardy, Carolyn	Email From:	
Activity Created: 10/13/2011 10:20AM	Email To:	
Activity Created By: Oliver-Hardy, Carolyn		
Activity Description: Son in law l/m for writer.		
Note Created:	Note Created By: Note Type:	
Activity Status: Done	Activity Updated: 10/13/2011 12:35PM	
Activity Type: Field Interaction	Activity Updated By: Oliver-Hardy, Carolyn	
Activity Assigned To: Oliver-Hardy, Carolyn	Email From:	
Activity Created: 10/13/2011 12:32PM	Email To:	
Activity Created By: Oliver-Hardy, Carolyn		
Activity Description: E-mail from AAM. See Note		
Note Created: 10/13/2011 12:32PM	Note Created By: Oliver-Hardy, Carolyn Note Type: Field Interaction	
<p>From: Hwang Yi-Jang, V2-US-V-3-S-31 Sent: Thursday, October 13, 2011 12:30 PM To: Oliver-Hardy Subject: RE: Re: [REDACTED] 2011 X5 / BMW of Escondido</p> <p>If that is the case then proceed with a repurchase.</p> <p>Reason – 30 days down. Diesel Exhaust system.</p> <p>Regards,</p> <p>Jang Hwang Area After sales Manager BMW of North America San Diego Metro - 31</p>		

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	10/13/2011 12:52PM
Activity Type	BMWFS Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/13/2011 12:35PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Sent e-mail to FS. See Note		

Note Created:	10/13/2011 12:35PM	Note Created By:	Oliver-Hardy, Carolyn	Note Type:	BMWFS Interaction
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<p>From: Oliver-Hardy Carolyn, V2-US-A-54 Sent: Thursday, October 13, 2011 12:34 PM To: Brown Ke Subject: Re: [REDACTED] / 2011 X5</p> <p>Kevin,</p> <p>Please send all financial documents for this customer.</p> <p>Kind regards,</p> <p>Carolyn Oliver-Hardy Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services</p>	
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Activity Status:	Done	Activity Updated:	10/13/2011 12:39PM
Activity Type	Customer Interaction	Activity Updated By:	Piotrowski, Andrea
Activity Assigned To:	Piotrowski, Andrea	Email From:	
Activity Created:	10/13/2011 12:39PM	Email To:	
Activity Created By:	Piotrowski, Andrea		
Activity Description:	CCI requesting to speak with Carolyn. Wtr spoke with Carolyn, who adv to tell Mr [REDACTED] she was on the other line with his son-in-law and working w/him.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	10/13/2011 12:52PM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/13/2011 12:52PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	S/W cust informed him that I have authorized to move forward with the repurchase of his veh. Cust to send needed documents.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	10/13/2011 12:54PM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/13/2011 12:53PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Sent cust e-mail. See Note		

Customer Service Request Detail # 201127200643

Note Created: 10/13/2011 12:53PM		Note Created By: Oliver-Hardy, Carolyn		Note Type: Customer Interaction	
<p>From: Oliver-Hardy Carolyn, V2-US-A-54 Sent: Thursday, October 13, 2011 12:52 PM To: 'info@trustshay.com' Subject: Re: 2011 BMW X5 / VIN: L657051</p> <p>Dear Mr [REDACTED] :</p> <p>Per our telephone conversation on October 13, 2011, BMW of North America, LLC has agreed to repurchase your vehicle.</p> <p>Please return the following documents to me via fax to 201-930-8484 or via e-mail at carolyn.oliver-hardy@bmwnacr.com:</p> <ul style="list-style-type: none">• Registration <p>Upon receipt of all requested documents, I will prepare the repurchase agreement.</p> <p>If you have any questions, please call me at (201) 263-8253.</p> <p>Thank you.</p> <p>Carolyn Oliver-Hardy Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services</p>					
Activity Status:	Done	Activity Updated:	10/14/2011 09:04AM	Activity Type	Customer Interaction
Activity Assigned To:	Oliver-Hardy, Carolyn	Activity Updated By:	Oliver-Hardy, Carolyn	Activity Created:	10/14/2011 09:04AM
Activity Created By:	Oliver-Hardy, Carolyn	Email From:		Activity Description:	E-mail from cust. See Note
Email To:					
Note Created: 10/14/2011 09:04AM		Note Created By: Oliver-Hardy, Carolyn		Note Type: Customer Interaction	
<p>From: [REDACTED] On Behalf Of [REDACTED] Sent: Thursday, October 13, 2011 5:09 PM To: Oliver-Hardy Carolyn, V2-US- Subject: Re: 2011 BMW X5 / VIN [REDACTED]</p> <p>Carolyn,</p> <p>Thank you for confirming that BMW is standing behind their product. It was certainly relief for our family. I have attached the BMW registration and a recent expense Mr. [REDACTED] faced with the vehicle for the purchase of new tires. They said the factory ones were longer usable...</p> <p>Please call or email if you have any questions.</p> <p>[REDACTED]</p>					

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	10/14/2011 10:22AM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/14/2011 10:21AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	Sent repurchase agreement to cust. See Note		

Note Created: 10/14/2011 10:21AM Note Created By: Oliver-Hardy, Carolyn Note Type: Customer Interaction

From: Oliver-Hardy Carolyn, V2-US-A-54
Sent: 10/14/2011 10:21 AM
To: [REDACTED]
Subject: Re: 2011 BMW X5 / VIN: BL657051

Dear Mr. [REDACTED]

Attached is an agreement from BMW of North America, LLC ("BMW NA") for the repurchase of your vehicle. After you have reviewed the agreement, please sign and return it to us.

To expedite the repurchase process, please return the signed agreement to me via fax or e-mail:

Fax: 201-930-8484
E-mail: carolyn.oliver-hardy@bmwnacr.com

Please retain a copy for your records.

Upon receipt of the agreement, I will forward it to BMW NA's representative, Impartial Services Group, LLC (ISG). An ISG transfer agent will contact you within one to two weeks to facilitate the surrender of the vehicle. The vehicle must pass a final inspection at the time of surrender. You will then be required to sign transfer documents before being issued a check.

If you have any questions, please call me at (201) 263-8253.

Kind regards,

Carolyn Oliver-Hardy
Executive Customer Assistance Manager
BMW of North America, LLC
Customer Relations and Services

Activity Status:	Done	Activity Updated:	10/14/2011 03:02PM
Activity Type	Customer Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/14/2011 03:02PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	E-mail from cust. See Note		

Note Created: 10/14/2011 03:02PM Note Created By: Oliver-Hardy, Carolyn Note Type: Customer Interaction

Customer Service Request Detail # 201127200643

From: [REDACTED] On Behalf Of [REDACTED]
 Sent: [REDACTED]
 To: Oliver-Hardy Carolyn, V2-US-A
 Subject: Re: 2011 BMW X5 / VIN: [REDACTED]

Carolyn,

Attached is the signed agreement. Please confirm receipt.

Sincerely,
 [REDACTED] daughter

Activity Status:	Done	Activity Updated:	10/14/2011 04:24PM
Activity Type	ISG Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/14/2011 04:23PM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	E-mail confirmation from ISG. See Note		

Note Created: 10/14/2011 04:24PM Note Created By: Oliver-Hardy, Carolyn Note Type: ISG Interaction

-----Original Message-----
 From: BWessenberg@impartialservices.com [mailto:BWessenberg@impartialservices.com]
 On Behalf Of noreply@impartialservices.com
 Sent: Friday, October 14, 2011 4:23 PM
 To: Zeigler Matt, V2-US-V-3-A; Martin Leslie, V2-US-V-3-A;
 tmckee@impartialservices.com; JJackson@impartialservices.com;
 DJohnson@impartialservices.com; tjohnson@impartialservices.com
 Cc: Slingland Ken, V2-US-V-3-S-31; Hwang Yi-Jang, V2-US-V-3-S-31; Oliver-Hardy
 Carolyn, V2-US-A-54; Pr [REDACTED] a [REDACTED] -25
 Subject: 5UXZW0C55Bl [REDACTED] 10/14/2011, BMW of Escondido (16483)

Impartial Services Group (ISG) has received the above referenced case through its Portal.
 Please let us know if you have any questions.

Case Details

Vehicle: 2011 BMW X5
 Dealer Name: BMW of Escondido
 Dealer Contact:
 Dealer Email Provided:
 Reason for Buyback:
 Is Vehicle Repaired:
 Case Originated From: Customer Relations - Carolyn Oliver-Hardy

Activity Status:	Done	Activity Updated:	10/18/2011 09:48AM
Activity Type	ISG Interaction	Activity Updated By:	Oliver-Hardy, Carolyn
Activity Assigned To:	Oliver-Hardy, Carolyn	Email From:	
Activity Created:	10/18/2011 09:47AM	Email To:	
Activity Created By:	Oliver-Hardy, Carolyn		
Activity Description:	E-mail from ISG. See Note		

Note Created: 10/18/2011 09:47AM Note Created By: Oliver-Hardy, Carolyn Note Type: ISG Interaction

Customer Service Request Detail # 201127200643

From: DJohnson@impartialservices.com [mailto:DJohnson@impartialservices.com]
Sent: Monday, October 17, 2011 12:37 PM
To: Zeigler Matt, V2-US-V-3-A
Cc: Oliver-Hardy Carolyn, V2-US-A-54
Subject: BMW CR Check request needing approval [REDACTED]

Thanks,

Daryn Johnson
Impartial Services Group, LLC
105 Decker Court Ste 300
Irving, Tx 75062
Client Reacquisition Coordinator
P 800-215-6230 x430
Fax 972-652-3590
email: djohnson@impartialservices.com

Activity Status: Done
Activity Type: Field Interaction
Activity Assigned To: Oliver-Hardy, Carolyn
Activity Created: 10/18/2011 09:48AM
Activity Created By: Oliver-Hardy, Carolyn
Activity Description: E-mail from the field. See Note

Activity Updated: 10/18/2011 09:48AM
Activity Updated By: Oliver-Hardy, Carolyn
Email From:
Email To:

Note Created: 10/18/2011 09:48AM

Note Created By: Oliver-Hardy, Carolyn

Note Type: Field Interaction

From: Huzyak Edward, V2-US-V-3-A
Sent: Monday, October 17, 2011 1:55 PM
To: Zeigler Matt, V2-US-V-3-A
Subject: RE: BMW CR Check request needing approval [REDACTED]

Approved

From: Zeigler Matt, V2-US-V-3-A
Sent: Monday, October 17, 2011 1:25 PM
To: Huzyak Edward, V2-US-V-3-A
Subject: FW: BMW CR Check request needing approval Mok L657051

Approved

Activity Status: Done
Activity Type: ISG Interaction
Activity Assigned To: Oliver-Hardy, Carolyn
Activity Created: 10/20/2011 01:14PM
Activity Created By: Oliver-Hardy, Carolyn
Activity Description: E-mail from ISG. See Note

Activity Updated: 10/20/2011 01:15PM
Activity Updated By: Oliver-Hardy, Carolyn
Email From:
Email To:

Note Created: 10/20/2011 01:15PM

Note Created By: Oliver-Hardy, Carolyn

Note Type: ISG Interaction

Customer Service Request Detail # 201127200643

<p>From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com Sent: Thursday, October 20, 2011 12:47 PM To: DJohnson@impartialservices.com Cc: Dispatch_Notify%NCDS@impartialservices.com; Zeigler Matt, V2-US-V-3-A; Martin Leslie, V2-US-V-3-A; jamesbaumer@bmwofescondido.com; Zeigler Matt, V2-US-V-3-A; Oliver-Hardy Carolyn, V2-US-A-54; Pratt Michael, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Hwang Yi-Ja Subject: ASSIGNED: Owner-[REDACTED]</p> <p>The Transfer Agent: Tim Josse has been assigned to the above referenced case.</p> <p>Case Details</p> <p>Vehicle: 2011 BMW X5 Dealer Name: BMW of Escondido Dealer Contact: James Baumer Dealer Email Provided: jamesbaumer@bmwofescondido.com Reason for Buyback: Diesel Exhaust system issues Is Vehicle Repaired: Defect Code: Case Originated From: Customer Relations</p>	
<p>Activity Status: Done Activity Type: Corporate Interaction Activity Assigned To: Oliver-Hardy, Carolyn Activity Created: 10/25/2011 12:02PM Activity Created By: Oliver-Hardy, Carolyn Activity Description: Waiting for surrender to be completed.</p>	<p>Activity Updated: 10/25/2011 12:02PM Activity Updated By: Oliver-Hardy, Carolyn 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: Malpass, Joe Activity Created: 11/2/2011 11:12AM Activity Created By: Malpass, Joe Activity Description: Cust's daughter Ms. Shae stts case mgr's VM indicates she will be OOO until Jan 5th. Caller wtk if payments made since veh brought in for issue will >></p>	
<p>Note Created: 11/2/2011 11:15AM Note Created By: Malpass, Joe Note Type: Customer Interaction</p>	
<p>>> be reimbursed? (i.e. veh brought in Sept 6th, but repurchase not approved until Oct 14th). Wtr adv repurchase documentation should indicate total due to cust. Wtr adv typically everything is reimbursed with a deduction for usage (miles on vehicle before first repair attempt for repurchase issue), but as wtr is not specialist in this area should refer to documentation for details. Regarding autopayments, wtr adv contact BMWFS to see if case mgr had submitted request for payments to be cancelled after surrender of vehicle. Back-ups for case mgr are Avery Dawson and Fran Kirnum.</p>	

Customer Service Request Detail # 201127200643

Activity Status:	Done	Activity Updated:	11/3/2011 08:42AM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	11/3/2011 08:41AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email from ISG....ISG meeting set...		

Note Created: 11/3/2011 08:42AM Note Created By: Dawson, Avery Note Type: ISG Interaction

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
 Sent: Friday, October 28, 2011 2:15 PM
 To: DJohnson@impartialservices.com
 Cc: Dispatch_Notify%NCDS@impartialservices.com; Zeigler Matt, V2-US-V-3-A; Martin Leslie, V2-US-V-3-A; jamesbaumer@bmwofescondido.com; Zeigler Matt, V2-US-V-3-A; Oliver-Hardy Carolyn, V2-US-A-54; Pratt Michael, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Hwang
 Subject: MEETING SET: [REDACTED]

The above referenced vehicle surrender will be completed on 11/2/2011, 08:30 AM at BMW OF ESCONDIDO/16483P.

Case Details

Vehicle: 2011 BMW X5
 Dealer Name: BMW of Escondido
 Dealer Contact: James Baumer
 Dealer Email Provided: jamesbaumer@bmwofescondido.com
 Reason for Buyback: Diesel Exhaust system issues
 Is Vehicle Repaired:
 Defect Code:
 Case Originated From: Customer Relations

This automated email is sent from the ISG Dispatch System. It is sent to the Transfer Agent Requestor from dispatch. It is cc to 'Dispatch Notify' mail database, 'BMW Western' Group, Dealer Contact from case document, Manufacturers Analyst from case document, Regional Analyst from case document, 'BMW Western' Group 31.

Activity Status:	Done	Activity Updated:	11/3/2011 08:44AM
Activity Type	ISG Interaction	Activity Updated By:	Dawson, Avery
Activity Assigned To:	Dawson, Avery	Email From:	
Activity Created:	11/3/2011 08:43AM	Email To:	
Activity Created By:	Dawson, Avery		
Activity Description:	Email from ISG...ISG meeting completed...		

Note Created: 11/3/2011 08:43AM Note Created By: Dawson, Avery Note Type: ISG Interaction

Customer Service Request Detail # 201127200643

From: TArnold@impartialservices.com [mailto:TArnold@impartialservices.com] On Behalf Of noreply@impartialservices.com
Sent: Wednesday, November 02, 2011 1:15 PM
To: DJohnson@impartialservices.com
Cc: Dispatch_Notify%NCDS@impartialservices.com; Zeigler Matt, V2-US-V-3-A; Martin Leslie, V2-US-V-3-A; jamesbaumer@bmwofescondido.com; Zeigler Matt, V2-US-V-3-A; Oliver-Hardy Carolyn, V2-US-A-54; Pratt Michael, V2-US-A-25; Slingland Ken, V2-US-V-3-S-31; Hwang Jang, V2-US-V-3-S-31; Subject: MEETING COMPLETE: Owner- [REDACTED]

The above referenced vehicle surrender was completed on 11/2/2011 at BMW OF ESCONDIDO/16483P.

Case Details

Vehicle: 2011 BMW X5
Dealer Name: BMW of Escondido
Dealer Contact: James Baumer
Dealer Email Provided: jamesbaumer@bmwofescondido.com
Reason for Buyback: Diesel Exhaust system issues
Is Vehicle Repaired:
Defect Code:
Case Originated From: Customer Relations

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