



Service Request Detail #:201013000858

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Arlington, VA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 88000
Last Sale Date: 05/19/2005 00:00:00
In Service Date: 10/14/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201013000858
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 05/10/2010 14:33:51
Created By: Kelly Summers
Rep Assigned: Kelly Summers
Assigned Dealer:
Identified Dealer:
Date Closed: 05/10/2010 14:42:40

Code Description:

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

Issue Note:

Issue

Power steering went out, almost caused accident, goodwill for repair request

Solution Note:

Date	Created By	Solution
05/10/2010 14:41:57	Kelly Summers	wrtr sttd cust is too far out of warranty for assistance with this repair, apologized to cust for her scary experience, wrtr sttd would document complaint

Activity Info

Activity #: 1-1478601534
Status: Done
Type: Email - Inbound
Assigned To: Megan Laney
Created Dt: 05/10/2010 12:36:17
Created By: Siebel Administrator
Updated Dt: 05/12/2010 12:33:26
Updated By: Megan Laney
Description: General customer service

Email Body:

First name: [REDACTED] Vin: WMWRC33483 [REDACTED] Question / Comment: I am a US Diplomat posted overseas. I almost got into a huge accident with my 2003 MINI Cooper when I barely escaped from a dangerous situation when I was driving my MINI in Mexico City, and needed to make a turn at a busy intersection and the steering wheel locked up completely. I was unable to maneuver my MINI for the life of me. My understanding is that the electrical power steering unit has failed. Now, I am afraid to drive the MINI, and am upset that such a dangerous problem would occur with a car that I have maintained so well. I understand that electrical parts break, however I have read that numerous other power steering units in MINIs manufactured before the year 2005 have also failed. It is my understanding the the 2005 and newer versions have this issue corrected. Since MINI realized there was an issue and decided to alter the newer versions to make the power steering units better, I would like to ask MINI USA; Would you please help me replace the faulty powere steering unit that I purchased? I am hopeful that MINI cares enough about their customers general safety and satisfaction so that my confidence in my MINI experience can be restored. Sincerely, a loyal MINI customer, Aime Adams your customers back their confidence in their MINIs? Since you have engineered a product that is unpredictable and the faulty powere steering failure could cause fatalities, there should be some sort of warning, and compensation to your customers when this unit fails well before the life of the vehicle has run out.

Activity Info

Activity #: 1-OGDGDX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Kelly Summers
Created Dt: 05/10/2010 14:37:40
Created By: Kelly Summers
Updated Dt: 05/10/2010 14:41:57
Updated By: Kelly Summers
Description: cci, Power steering went out, almost caused accident, goodwill for repair request, states it is a safety issue, car is in Mexico now at a MINI dealer

Note Create Dt.	Note Created By	Note Type	Note
05/10/2010 14:38:47	Kelly Summers	Customer Interaction	in Mexico City, cost of repair around \$1300 USD, BMW of Sterling (selling dealer) quoted same price to cust, cust states she knows MINI USA changed the design of steering pump after 2002 because of this issue/wrtr sttd cust is too far out of warranty for assistance with this repair, apologized to cust for her scary experience and sttd MINI has made improvements over the years, but does not mean we knowingly produced a product that was unsafe



Service Request Detail #:200716502095

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Corvallis, OR [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 61000
Last Sale Date: 10/15/2004 00:00:00
In Service Date: 01/30/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200716502095
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 06/14/2007 13:08:08
Created By: Jason Monro
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 06/15/2007 10:13:47

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

SPI - went into the store came out veh was on fire, see notes

Solution Note:

Date	Created By	Solution
06/15/2007 10:13:32	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-9BM6HR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jason Monro
Created Dt: 06/14/2007 13:08:33
Created By: Jason Monro
Updated Dt: 06/14/2007 13:15:48
Updated By: Jason Monro
Description: SPI - went into the store came out veh was on fire, see notes

Note Create Dt.	Note Created By	Note Type	Note
06/14/2007 13:09:34	Jason Monro	Customer Interaction	Cust stts that she just bought the vehicle from a 3rd party dealer 1 week ago. Cust stts that she parked her vehicle in a parking lot and went into a store. When she returned she said that there was a crowd of people around her car and that there was an electrical fire. Cust stts that she had the vehicle towed to Horton's German and Japenese Car Repair, 541-758-4154, as there is no MINI dealer in her area. Cust stts that the closest MINI dlr is in Portland. Writer adv that she would be receiving follow up from a rep.



Service Request Detail #:200824103603

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Woodside, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper Convertible
Mileage: 58000
Last Sale Date: 08/27/2005 00:00:00
In Service Date: 07/23/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200824103603
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 08/28/2008 17:16:28
Created By: Adam Coriell
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: MINI of San Francisco 04247
Date Closed: 09/02/2008 12:03:40

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	1000	1000	ENGINE - GENERAL

Issue Note:

Issue
 numerous problems with mini (ac system/ key problems/ vehicle caught fire)

Solution Note:

Date	Created By	Solution
09/02/2008 12:03:26	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-DPLS03 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Adam Coriell
Created Dt: 08/28/2008 17:23:03
Created By: Adam Coriell
Updated Dt: 08/28/2008 17:29:27
Updated By: Adam Coriell
Description: numerous problems with mini (ac system/ key problems/ vehicle caught fire)

Note Create Dt.	Note Created By	Note Type	Note
08/28/2008 17:23:22	Adam Coriell	Customer Interaction	Customer states- Customer was driving vehicle and power steering went out and then battery light came on and vehicle caught fire. Customer no longer wants the vehicle.

Activity Info

Activity #: 1-DPLS2S **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Adam Coriell
Created Dt: 08/28/2008 17:28:50
Created By: Adam Coriell
Updated Dt: 08/28/2008 17:29:30
Updated By: Adam Coriell
Description: Writer emailed Carrie an spi(see notes)

Note Create Dt.	Note Created By	Note Type	Note
08/28/2008 17:29:22	Adam Coriell	Corporate Interaction	Carrie, I have assigned an sr to you because the customer's vehicle caught fire. Please let me know if you have any questions. Thanks! Kind Regards, Adam Coriell Customer Relations and Services Representative Phone Number (800) 831-1117ext6293 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227



Service Request Detail #:201234600455

Customer Info:

Name: ██████████
Pref. Comm. Method:
Work #: --
Home #: --
Cell #: --
Street Address:
Apt/Suite:
City/State/Zip: , CA

Vehicle Info:

Chassis # (US): ██████████
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 05/23/2003 00:00:00
In Service Date: 05/23/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201234600455
Make: MINI
Vehicle Category: Automobile
Source: Insurance Subrogation
Type: SPI
Current Status: Closed
Date Opened: 12/11/2012 12:43:08
Created By: Mary Jane Trainor
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer:
Date Closed: 05/08/2013 13:05:28

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

State Farm Insur claim # 55-13J0-161 potential subro for fire loss.

Solution Note:

Date	Created By	Solution
05/08/2013 13:05:13	Jay Hanson	Subrogation demand settled for a reduced amount

Activity Info

Activity #: 1-16RU1XB **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Mary Jane Trainor
Created Dt: 12/11/2012 12:45:16
Created By: Mary Jane Trainor
Updated Dt: 12/11/2012 12:45:16
Updated By: Mary Jane Trainor
Description: State Farm cl# 55-13J0-161 ltr of potential subrogation for fire loss.

Activity Info

Activity #: 1-16SYKXP **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/12/2012 15:35:53
Created By: Jay Hanson
Updated Dt: 12/12/2012 15:48:27
Updated By: Jay Hanson

Description: Spoke with Manny Bento - see notes

Note Create Dt.	Note Created By	Note Type	Note
12/12/2012 15:36:13	Jay Hanson	Insurance Company Interaction	MB did not have a lot of information about the incident. Said the insured said he was driving the vehicle to another town - 75 miles each way. Said the vehicle exhibited no issues during the drive. Said the vehicle was parked for a short time (not sure how long), and when he came back out the FD was there. Said the only work done on the vehicle recently was the replacement of an oxygen sensor. MB advised the writer to have BMW's inspector contact their inspector to arrange a joint inspection at the IAA in Rancho Cordova, CA.

Activity Info

Activity #: 1-16SYL83 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 12/12/2012 15:53:03
Created By: Jay Hanson
Updated Dt: 12/12/2012 15:53:28
Updated By: Jay Hanson
Description: Email to PA - see notes

Note Create Dt.	Note Created By	Note Type	Note
12/12/2012 15:53:19	Jay Hanson	Product Analysis Interaction	From: Hanson Jay, B2-US-A-50 Sent: Wednesday, December 12, 2012 3:53 PM To: DL-SPI_Assignment_PA Subject: CR Arey TC44526 Thermal Event Please assign inspection – fire investigation pursuant to insurance subrogation claim. See Properties. Vehicle location: IAA 11499 Douglas Road Rancho Cordova, CA 95742 (916) 509-3798 This will be a joint inspection along with an inspector representing the interests of State Farm Insurance. The PAS can either advise me of possible inspection dates so I can coordinate or he can contact Russ Auker directly at (916) 790-4179. Kind regards, ----- BMW of North America, LLC Jay L. Hanson Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8246 Fax: 866 796 3479 Email: Jay.Hanson@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-16V0A98 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 12/14/2012 11:24:50
Created By: Jay Hanson
Updated Dt: 12/14/2012 11:25:22
Updated By: Jay Hanson
Description: Email from PA - inspection assigned to Ryan Cram

Note Create Dt.	Note Created By	Note Type	Note
12/14/2012 11:25:14	Jay Hanson	Product Analysis Interaction	From: Roughgarden Sophia, EG-8-US-4 Sent: Friday, December 14, 2012 11:18 AM To: Cram Ryan, EG-8-US-4 Cc: Hanson Jay, B2-US-A-50; Yeldham Mark, EG-8-US-4 Subject: RE: CR Arey TC44526 Thermal Event Hi Ryan, The above referenced SPI has been assigned to you in Documentum. Please see Jay's e-mail below. Thank you, Sophia 201.571.5078

Activity Info

Activity #: 1-16VBLL2 **Email Body:**
Status: Done
Type: NFSE Interaction

Assigned To: Jay Hanson
Created Dt: 12/14/2012 14:44:41
Created By: Jay Hanson
Updated Dt: 12/14/2012 14:45:15
Updated By: Jay Hanson
Description: Email from Ryan Cram - could inspect 12/9 depending on another inspection

Note Create Dt.	Note Created By	Note Type	Note
12/14/2012 14:45:08	Jay Hanson	NFSE Interaction	From: Cram Ryan, EG-8-US-4 Sent: Friday, December 14, 2012 1:11 PM To: Roughgarden Sophia, EG-8-US-4 Cc: Hanson Jay, B2-US-A-50; Yeldham Mark, EG-8-US-4; Arencibia Nellie, B2-US-A-50 Subject: Re: CR Arey TC44526 Thermal Event Jay, I have another inspection tentative in Sacramento on the ninth. If we could do this the eight or tenth that would work. Ryan Nellie, Could you let me know when you receive word from the lawyer on the McKaughan inspection. Thanks, Ryan BMW GROUP Ryan Cram Product Analysis Specialist EL-5-US-4 Tel: 951-205-0440 Fax: 951-808-0101

Activity Info

Activity #: 1-1783SG9 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/31/2012 11:02:12
Created By: Jay Hanson
Updated Dt: 12/31/2012 11:02:12
Updated By: Jay Hanson
Description: Awaiting confirmation of inspection proposed for 1/9

Activity Info

Activity #: 1-17C6X3G **Email Body:**
Status: Done
Type: NFSE Interaction
Assigned To: Jay Hanson
Created Dt: 01/04/2013 11:18:29
Created By: Jay Hanson
Updated Dt: 01/04/2013 11:18:29
Updated By: Jay Hanson
Description: Asked NFSE for update on inspection date

Activity Info

Activity #: 1-17ECPAE **Email Body:**
Status: Done
Type: NFSE Interaction
Assigned To: Jay Hanson
Created Dt: 01/07/2013 15:49:05
Created By: Jay Hanson
Updated Dt: 01/07/2013 15:49:41
Updated By: Jay Hanson
Description: Email from Ryan Cram - inspection set for 1/10

Note Create Dt.	Note Created By	Note Type	Note
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01/07/2013 15:49:29	Jay Hanson	NFSE Interaction	<p>From: Cram Ryan, EG-8-US-4 Sent: Monday, January 07, 2013 12:48 PM To: Hanson Jay, B2-US-A-50 Subject: RE: CR Arey TC44526 Thermal Event Just talked to him, we will inspect 1/10 at 10AM This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (951-205-0440) immediately. ----- BMW Group Ryan Cram Product Analysis Specialist EL-5-US-4 Tel: 951 205 0440 Fax: 951 808 0101 Mail: ryan.cram@bmwna.com ----</p> <p>----- From: Hanson Jay, B2-US-A-50 Sent: Monday, January 07, 2013 9:47 AM To: Cram Ryan, EG-8-US-4 Subject: RE: CR Arey TC44526 Thermal Event Not yet, but I can get it when I coordinate the inspection date with their guy. Or would you prefer to reach out to him directly to schedule? Either way is fine – just let me know. Jay Hanson 201.263.8246 From: Cram Ryan, EG-8-US-4 Sent: Monday, January 07, 2013 12:43 PM To: Hanson Jay, B2-US-A-50 Subject: FW: CR Arey TC44526 Thermal Event Jay, Do you have a stock number on this vehicle? Ryan This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (951-205-0440) immediately. ----- BMW Group Ryan Cram Product Analysis Specialist EL-5-US-4 Tel: 951 205 0440 Fax: 951 808 0101 Mail: ryan.cram@bmwna.com ----</p>
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Activity Info

Activity #: 1-17LCGAB **Email Body:**

Status: Done

Type: General

Assigned To: Jay Hanson

Created Dt: 01/14/2013 09:25:16

Created By: Jay Hanson

Updated Dt: 01/14/2013 09:25:16

Updated By: Jay Hanson

Description: Awaiting inspection results

Activity Info

Activity #: 1-17PFCAQ **Email Body:**

Status: Done

Type: General

Assigned To: Jay Hanson

Created Dt: 01/17/2013 16:29:35

Created By: Jay Hanson

Updated Dt: 01/17/2013 16:29:35

Updated By: Jay Hanson

Description: Awaiting inspection results

Activity Info

Activity #: 1-17SL9B1 **Email Body:**

Status: Done

Type: General

Assigned To: Jay Hanson

Created Dt: 01/22/2013 09:28:05

Created By: Jay Hanson

Updated Dt: 01/22/2013 09:28:05

Updated By: Jay Hanson

Description: Awaiting inspection results

Activity Info

Activity #: 1-17WLPOR **Email Body:**

Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 01/25/2013 09:50:45
Created By: Jay Hanson
Updated Dt: 01/25/2013 09:50:45
Updated By: Jay Hanson
Description: Awaiting inspection results

Activity Info

Activity #: 1-18005B2 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 01/29/2013 15:49:55
Created By: Jay Hanson
Updated Dt: 01/29/2013 15:49:55
Updated By: Jay Hanson
Description: Awaiting inspection results

Activity Info

Activity #: 1-18304WY **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 02/01/2013 11:22:11
Created By: Jay Hanson
Updated Dt: 02/01/2013 11:22:11
Updated By: Jay Hanson
Description: Awaiting inspection results

Activity Info

Activity #: 1-185Y8L0 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 02/05/2013 10:08:17
Created By: Jay Hanson
Updated Dt: 02/05/2013 10:08:17
Updated By: Jay Hanson
Description: Asked PA for update on inspection results

Activity Info

Activity #: 1-18BLLLU **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 02/12/2013 09:36:00
Created By: Jay Hanson
Updated Dt: 02/12/2013 09:36:00
Updated By: Jay Hanson
Description: Awaiting inspection results

Activity Info

Created By: Jay Hanson
Updated Dt: 03/01/2013 10:14:39
Updated By: Jay Hanson
Description: Allowing some time for subrogation demand to arrive

Activity Info

Activity #: 1-18VG2P3 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Mary Jane Trainor
Created Dt: 03/04/2013 14:53:37
Created By: Mary Jane Trainor
Updated Dt: 03/04/2013 14:56:21
Updated By: Mary Jane Trainor
Description: State Farm subro demand for Cl#55-13J0-161 attchd in dctm.

Note Create Dt.	Note Created By	Note Type	Note
03/04/2013 14:55:57	Mary Jane Trainor	Insurance Company Interaction	From: [REDACTED], FF-5 Sent: Monday, March 04, 2013 2:31 PM To: Green Stephen, B2-US-A-50 Cc: [REDACTED] AJ-NA; Trainor Mary Jane, B2-US-A-50 Subject: SUBROGATION CLAIM - STATE FARM INSURANCE - [REDACTED] DOL: [REDACTED] Steve, Attached is a subro claim from State Farm Insurance. Please handle accordingly. Thanks. Warm Regards, BMW Group Linda Medora Property & Casualty Supervisor FF-5 300 Chestnut Ridge Road Woodcliff Lake, NJ 07677-7731 Tel: 201 594-3476 Fax: 201-307-0264 Mail: linda.medora@bmwna.com

Activity Info

Activity #: 1-19AB5TA **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 03/15/2013 10:28:02
Created By: Jay Hanson
Updated Dt: 03/15/2013 10:28:02
Updated By: Jay Hanson
Description: Spoke with Eileen Farina - agreed to contribute \$9,000 to demand.

Activity Info

Activity #: 1-19AJ4Y2 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 03/15/2013 13:59:07
Created By: Jay Hanson
Updated Dt: 03/15/2013 14:06:00
Updated By: Jay Hanson
Description: Email to Eileen Farina with release - see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Hanson Jay, B2-US-A-50 Sent: Friday, March 15, 2013 1:59 PM To: 'Eileen.Farina.bdg@statefarm.com' Subject: State Farm Claim # [REDACTED] Your Insured: [REDACTED] Ms. [REDACTED] In accordance with our conversation, I have sent along the General Release for signature. Kindly return the signed and notarized release to me by mail. The

03/15/2013 13:59:28	Jay Hanson	Insurance Company Interaction	address is: BMW of North America, LLC Attn: Jay L. Hanson PO Box 1227 Westwood, NJ 07675 Upon receipt of the fully executed release, I will submit a check request for processing. Please be advised that check requests take approximately 10-14 business days to process. If you have additional questions, please do not hesitate to contact me at (201) 263-8246. Kind regards, ----- ----- BMW Group Jay L. Hanson Executive Customer Relations and Services Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8246 Fax: 866 796 3479 Email: Jay.Hanson@bmwna.com Web: bmwusa.com
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Activity Info

Activity #: 1-19H0YRD **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 03/21/2013 09:53:51
Created By: Jay Hanson
Updated Dt: 03/21/2013 09:53:51
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-19KSTYE **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 03/26/2013 10:14:54
Created By: Jay Hanson
Updated Dt: 03/26/2013 10:14:54
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-1900MXP **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 04/01/2013 10:04:50
Created By: Jay Hanson
Updated Dt: 04/01/2013 10:04:50
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-19VGX46 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 04/05/2013 10:42:08
Created By: Jay Hanson
Updated Dt: 04/05/2013 10:42:08
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-1AQF8XS **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 05/03/2013 13:15:24
Created By: Jay Hanson
Updated Dt: 05/03/2013 13:15:24
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-1AU9CGW **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/08/2013 11:16:39
Created By: Jay Hanson
Updated Dt: 05/08/2013 11:17:08
Updated By: Jay Hanson
Description: Email to Eileen Farina - asked if release was sent

Note Create Dt.	Note Created By	Note Type	Note
05/08/2013 11:17:01	Jay Hanson	Insurance Company Interaction	From: Hanson Jay, B2-US-A-50 Sent: Wednesday, May 08, 2013 11:16 AM To: 'Eileen.Farina.bdg@statefarm.com' Subject: FW: State Farm Claim # [REDACTED] : We have not yet received the executed release. Was it sent? Jay Hanson 201.263.8246

Activity Info

Activity #: 1-1AU07MK **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/08/2013 13:02:45
Created By: Jay Hanson
Updated Dt: 05/08/2013 13:03:39
Updated By: Jay Hanson
Description: Email from Eileen Farina - said release was sent to BMW 3/15. Will fax copy.

Note Create Dt.	Note Created By	Note Type	Note
05/08/2013 13:03:18	Jay Hanson	Insurance Company Interaction	From: Eileen Farina [mailto:eileen.farina.bdg@statefarm.com] Sent: Wednesday, May 08, 2013 12:26 PM To: Hanson Jay, B2-US-A-50 Subject: RE: State Farm Claim #55-13J0-161 My records indicate I returned to you 3/15, I will fax you a copy

Activity Info

Activity #: 1-1AU07MO **Email Body:**
Status: Done
Type: Insurance Company Interaction

Assigned To: Jay Hanson
Created Dt: 05/08/2013 13:04:01
Created By: Jay Hanson
Updated Dt: 05/08/2013 13:04:01
Updated By: Jay Hanson
Description: Received copy of executed
release



Service Request Detail #:200522900118

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Dublin, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2003
Model: Cooper
Mileage: 30127
Last Sale Date: 10/31/2002 00:00:00
In Service Date: 10/31/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200522900118
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 08/17/2005 09:42:57
Created By: Carrie Mazanec
Rep Assigned: Carrie Mazanec
Assigned Dealer: [REDACTED]
Identified Dealer: East Bay MINI 10731
Date Closed: 08/17/2005 09:44:20

Code Description:

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

Issue Note:

Issue
 Steering complaint

Solution Note:

Date	Created By	Solution
08/17/2005 09:43:56	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-4WW9L9 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Carrie Mazanec
Created Dt: 08/17/2005 09:43:19
Created By: Carrie Mazanec
Updated Dt: 08/17/2005 09:44:18
Updated By: Carrie Mazanec
Description: Steering complaint



Service Request Detail #:200335004876

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Norwalk, CT [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage:
Last Sale Date: 08/24/2002 00:00:00
In Service Date: 08/24/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200335004876
Make: MINI
Vehicle Category: Automobile
Source: Dealer
Type: Complaint
Current Status: Closed
Date Opened: 12/16/2003 15:24:25
Created By: Matt Van Allen
Rep Assigned: Matt Van Allen
Assigned Dealer:
Identified Dealer:
Date Closed: 12/16/2003 15:27:36

Code Description:

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

Issue Note:

Issue

Alleged steering loss caused an accident.

Solution Note:

Date	Created By	Solution
12/16/2003 15:27:10	Matt Van Allen	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-259AZZ **Email Body:**
Status: Done
Type: General
Assigned To: Matt Van Allen
Created Dt: 12/16/2003 15:25:30
Created By: Matt Van Allen
Updated Dt: 12/16/2003 15:26:49
Updated By: Matt Van Allen
Description: Alleged steering loss caused an accident.

Note Create Dt.	Note Created By	Note Type	Note
12/16/2003 15:25:32	Matt Van Allen	General	Rec'd call from Tom Burn @ MINI of Fairfield.



Service Request Detail #:200722502854

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: JUPITER, FL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 70000
Last Sale Date: 06/02/2003 00:00:00
In Service Date: 06/02/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200722502854
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 08/13/2007 14:36:06
Created By: Jeff Fitzgibbons
Rep Assigned: Carrie Mazanec
Assigned Dealer: Braman MINI of Palm Beach 46891
Identified Dealer: Braman MINI of Palm Beach 46891
Date Closed: 08/14/2007 14:15:00

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

power steering pump failure resulted in engine fire -- seeking assistance with deductible, concerned

Solution Note:

Date	Created By	Solution
08/14/2007 14:14:29	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
08/13/2007 16:34:42	DCS NET	CUSTOMER REFERRED TO INSURANCE COMPANY TO COVER REPAIRS.

Activity Info

Activity #: 1-9TSU6E **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jeff Fitzgibbons
Created Dt: 08/13/2007 14:36:38
Created By: Jeff Fitzgibbons
Updated Dt: 08/13/2007 14:37:22
Updated By: Jeff Fitzgibbons
Description: power steering pump failure resulted in engine fire -- seeking assistance with deductible, concerned

Note Create Dt.	Note Created By	Note Type	Note
08/13/2007 14:36:48	Jeff Fitzgibbons	Customer Interaction	POC @ 561-768-1716. Advsd I would forward case to NJ office for review, follow up with customer

Activity Info

Activity #: 1-9TT4C2 **Email Body:**

Status: Done
Type: General
Assigned To: DCS NET
Created Dt: 08/13/2007 16:19:35
Created By: DCS NET
Updated Dt: 08/14/2007 14:14:47
Updated By: Carrie Mazanec
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
08/13/2007 16:19:35	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 46891 on Mon Aug 13 16:19:33 EDT 2007

Activity Info

Activity #: 1-9TULL6 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Joel Torres
Created Dt: 08/13/2007 16:43:50
Created By: Joel Torres
Updated Dt: 08/13/2007 16:43:50
Updated By: Joel Torres
Description: Rod Ortega ci w/ info. wrtr adv escalated to CORE. x'd to Carrie's VM.

Activity Info

Activity #: 1-9TULL8 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Joel Torres
Created Dt: 08/13/2007 16:46:13
Created By: Joel Torres
Updated Dt: 08/13/2007 16:46:13
Updated By: Joel Torres
Description: sent Carrie an email about call

Activity Info

Activity #: 1-9U4YCI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: DeAnne Bobo
Created Dt: 08/14/2007 13:42:34
Created By: DeAnne Bobo
Updated Dt: 08/14/2007 13:51:09
Updated By: DeAnne Bobo
Description: Cust called in and said that she saw online where other vehicles have had same issue happen and she feels it is defect. Cust says she was told by

Note Create Dt.	Note Created By	Note Type	Note
08/14/2007	DeAnne	Customer	center to have insurance cover and insurance wont cover cause of fire which is the power steering, also cust says insurance wont only cover \$85 a hour labor and not the \$135 center is

13:43:56	Bobo	Interaction	charging. Cust stts insurance company wont pay for rental any longer. Writer advised would document cust call and send e-mail to correct dept.
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Activity Info**Activity #:** 1-9U4YKT**Email Body:****Status:** Done**Type:** Corporate Interaction**Assigned To:** DeAnne Bobo**Created Dt:** 08/14/2007 13:51:09**Created By:** DeAnne Bobo**Updated Dt:** 08/14/2007 13:51:09**Updated By:** DeAnne Bobo**Description:** Writer sent email to Carrie advising cust is looking for call back.



Service Request Detail #:201333900745

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Wichita Falls, TX [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 113000
Last Sale Date: 06/12/2004 00:00:00
In Service Date: 06/12/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201333900745
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 12/05/2013 13:20:31
Created By: Zach Grubbs
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of Arlington
Date Closed: 12/09/2013 16:01:45

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event

Solution Note:

Date	Created By	Solution
12/09/2013 16:01:23	Jay Hanson	Repairs will be made under EHPS extended warranty. No inspection necessary.

Activity Info

Activity #: 1-1GRMSBP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Zach Grubbs
Created Dt: 12/05/2013 13:21:42
Created By: Zach Grubbs
Updated Dt: 12/05/2013 14:09:20
Updated By: Zach Grubbs
Description: Service Manager Brian Damian called in>>>

Note Create Dt.	Note Created By	Note Type	Note
12/05/2013 13:24:00	Zach Grubbs	Customer Interaction	SM sttd cust brought veh in for issue with power steering. SM sttd examined veh and noticed wiring harness has melted and that a thermal event took place in vehicle. Dlr sttd contacted MINI USA before notifying the cust. SM sttd best contact number is 8174365855. Wtr adv will research request and will receive follow up in 1-5 b/d.

Activity Info

Activity #: 1-1GRYRFL **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Zach Grubbs
Created Dt: 12/05/2013 14:02:47
Created By: Zach Grubbs
Updated Dt: 12/05/2013 14:09:15
Updated By: Zach Grubbs
Description: Email to MJT>>>

Note Create Dt.	Note Created By	Note Type	Note
12/05/2013 14:08:30	Zach Grubbs	Customer Interaction	<p>From: Grubbs Zach, (Zach.Grubbs@bmwfs.com) Sent: Thursday, December 05, 2013 2:03 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: Mr. [REDACTED]</p> <p>[REDACTED] - MINI of Arlington Hello Mary-Jane, The Service Manager Brian Damian contacted Customer Relations in regards to [REDACTED] vehicle. Brian stated that the customer brought his vehicle in for issues with the power steering. Brian stated while they were diagnosing the vehicle a thermal event occurred. Brian states that he contacted MINI USA regarding this situation before advising the customer. The vehicle is currently at the dealership and Brian's best contact number is 817-436-5855. Kind regards, Zac [REDACTED] BMW of North America, LLC Zachary Grubbs Customer Relations Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 210 8868 Fax: 614 789 1992 E-mail: zach.grubbs@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (614-210-8868) immediately. -----</p>

Activity Info

Activity #: 1-1GSUTE0 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 12/06/2013 11:44:21
Created By: Mary Jane Trainor
Updated Dt: 12/06/2013 11:44:21
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1GXAXOZ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jay Hanson
Created Dt: 12/09/2013 15:48:33
Created By: Jay Hanson
Updated Dt: 12/09/2013 15:48:33
Updated By: Jay Hanson
Description: Checked with Communications Manager regarding coverage under EHPS extended warranty

Activity Info

Activity #: 1-1GXAXP2 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 12/09/2013 15:49:15
Created By: Jay Hanson

Updated Dt: 12/09/2013 15:49:15

Updated By: Jay Hanson

Description: Spoke with Brian Damian at MINI of Arlington - OK to repair under extended warranty. Will call with any problems.



Service Request Detail #:200408900132

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Saint Louis, MO [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 03/03/2003 00:00:00
In Service Date: 03/03/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200408900132
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 03/29/2004 10:23:41
Created By: Matt Van Allen
Rep Assigned: Matt Van Allen
Assigned Dealer:
Identified Dealer:
Date Closed: 03/29/2004 10:25:53

Code Description:

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

Issue Note:

Issue

Cst states that the steering failed and caused an accident.

Solution Note:

Date	Created By	Solution
03/29/2004 10:25:28	Matt Van Allen	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-2LMGC2 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Matt Van Allen
Created Dt: 03/29/2004 10:24:20
Created By: Matt Van Allen
Updated Dt: 03/29/2004 10:25:08
Updated By: Matt Van Allen
Description: Cst states that the steering failed and caused an accident.

Note Create Dt.	Note Created By	Note Type	Note
03/29/2004 10:24:36	Matt Van Allen	Corporate Interaction	Rec'd notice from Scott Zipfel, FSE.



Service Request Detail #:200933400402

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Moraga, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 80000
Last Sale Date: 03/07/2003 00:00:00
In Service Date: 02/27/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200933400402
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 11/30/2009 11:39:25
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of San Francisco 04247
Date Closed: 02/01/2010 11:00:28

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue

Thermal event/ power steering fan / insurance subrogation

Solution Note:

Date	Created By	Solution
02/01/2010 10:59:59	Scott Kuchta	Closed case without SPI inspection. 50% reimbursement of insurance claim has been approved. State Farm executed release.

Activity Info

Activity #: 1-LJXIUU **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Charlene Banks
Created Dt: 11/30/2009 11:42:14
Created By: Charlene Banks
Updated Dt: 11/30/2009 11:42:46
Updated By: Charlene Banks
Description: rep will be out of office until 12/01/09/ left vm

Activity Info

Activity #: 1-LMHQZ9 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 10:32:46

Created By: Scott Kuchta
Updated Dt: 12/03/2009 10:32:46
Updated By: Scott Kuchta
Description: L/M with State Farm rep, Manny Bento at 877-587-6200 x5961255. Requested call back regarding claim, advised BMW NA is in receipt of possible subro.

Activity Info

Activity #: 1-LNSBHL **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 13:00:38
Created By: Scott Kuchta
Updated Dt: 12/03/2009 13:01:02
Updated By: Scott Kuchta
Description: Manny calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
12/03/2009 13:00:55	Scott Kuchta	Insurance Company Interaction	Manny states it appears debris from road clogged up the power steering cooling fan, causing power steering pump to overheat, and causing a small fire. Manny states the car is repaired and they are saving the power steering related parts incase we wish to inspect them; parts to be in the Oakland, CA area. Manny states repairs cost about \$2,000 to \$2,700. Manny states the file will be sent to subrogation and subrogation will then contact BMW NA.

Activity Info

Activity #: 1-LQN4LU **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/09/2009 09:49:06
Created By: Scott Kuchta
Updated Dt: 12/09/2009 09:49:06
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-LXJBNA **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/17/2009 10:27:15
Created By: Scott Kuchta
Updated Dt: 12/17/2009 10:27:15
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-M6TZAE **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2009 14:22:26

Created By: Scott Kuchta
Updated Dt: 12/30/2009 14:22:26
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-MBSVFS **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 13:54:14
Created By: Scott Kuchta
Updated Dt: 01/07/2010 13:54:14
Updated By: Scott Kuchta
Description: L/M with Manny at State Farm.
 Requested update.

Activity Info

Activity #: 1-MBSVQ2 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 16:04:56
Created By: Scott Kuchta
Updated Dt: 01/07/2010 16:04:56
Updated By: Scott Kuchta
Description: Manny left message stating
 Barbara Edens of "YU" unit
 should be in touch soon
 regarding the subrogation

Activity Info

Activity #: 1-MFOC9E **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/13/2010 11:56:30
Created By: Scott Kuchta
Updated Dt: 01/13/2010 11:56:30
Updated By: Scott Kuchta
Description: received 1/4/10 State Farm
 subrogation claim for \$2785.82.
 Letter included CD

Activity Info

Activity #: 1-MFOC9H **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 01/13/2010 14:00:17
Created By: Scott Kuchta
Updated Dt: 01/13/2010 14:00:17
Updated By: Scott Kuchta
Description: sent cd and C&O to PA for review

Activity Info

Activity #: 1-MIVVB5 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 01/19/2010 11:01:49
Created By: Scott Kuchta
Updated Dt: 01/19/2010 11:01:49
Updated By: Scott Kuchta
Description: requested confirmation of the receipt of the cd and c&O

Activity Info

Activity #: 1-MKCMW4 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 10:43:30
Created By: Scott Kuchta
Updated Dt: 01/21/2010 10:43:30
Updated By: Scott Kuchta
Description: PA reviewed subro docs.

Activity Info

Activity #: 1-MKCMW7 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 10:44:23
Created By: Scott Kuchta
Updated Dt: 01/21/2010 10:46:49
Updated By: Scott Kuchta
Description: sw Meg at State Farm, team 60.
see notes

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 10:44:46	Scott Kuchta	Insurance Company Interaction	Writer advised their experts report indicates the power steering cooling fan was clogged with road debris and this in turn could have caused power steering pump to overheat and fail. Writer offered 50% reimbursement of \$2785.82 demand. Meg states okay they accept and please send release, with claim number referenced.

Activity Info

Activity #: 1-MKCMWC **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 11:07:27
Created By: Scott Kuchta
Updated Dt: 01/21/2010 11:07:50
Updated By: Scott Kuchta
Description: faxed release to State Farm

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 11:07:44	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, January 21, 2010 11:06 AM To: '18662319276@faxmail.com' Subject:



Service Request Detail #:201125001180

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Destin, FL [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 47000
Last Sale Date: 12/10/2002 00:00:00
In Service Date: 12/10/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201125001180
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 09/07/2011 16:54:21
Created By: Elizabeth Kirby
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: MINI of Pensacola
Date Closed: 09/13/2011 13:46:37

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Power steering pump caught on fire while parked

Solution Note:

Date	Created By	Solution
09/13/2011 13:36:28	Linda Vitale	File closed without an SPI inspection. Limited evaluation provided with photos. Goodwill of vehicle tow reimbursement and power steering pump replacement repair with a signed release.

Activity Info

Activity #: 1-XERQUI
Status: Done
Type: Customer Interaction
Assigned To: Elizabeth Kirby
Created Dt: 09/07/2011 16:55:39
Created By: Elizabeth Kirby
Updated Dt: 09/07/2011 17:05:35
Updated By: Elizabeth Kirby
Description: T1 xfer- CCI per stts power steering pump caught on fire while parked in garage. >

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
09/07/2011 16:56:52	Elizabeth Kirby	Customer Interaction	CCI per stts power steering pump caught on fire while parked in garage yesterday. Cust stts turned veh off & about 5 mins later garage filled w/ smoke, flames coming from under hood. Cust stts no one was hurt, no addtl property damage. Cust stts that she has done research & stts this is a known problem, made reference to class-action suit but astts would prefer not to pursue this route. Cust stts veh is currently at MINI of Pensacola, estmt is \$2300 for pump & pump harness. Cust is 2nd owner, purchased privately in 2004. Cust stts [REDACTED] is best for contact, cust stts this needs to be made a priority per was very upset that her family could have been placed in danger.

Wtr advsd would research further & advsd cust would be contacted within 1-3 bus days.

Activity Info

Activity #: 1-XEUKUK **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Elizabeth Kirby
Created Dt: 09/07/2011 17:08:30
Created By: Elizabeth Kirby
Updated Dt: 09/07/2011 17:08:51
Updated By: Elizabeth Kirby
Description: Wtr emailed NA >

Note Create Dt.	Note Created By	Note Type	Note
09/07/2011 17:08:46	Elizabeth Kirby	Corporate Interaction	From: Deubell Elizabeth, SF2-US-S-5 Sent: Wednesday, September 07, 2011 5:08 PM To: Arencibia Nellie, V2-US-A-54 Subject: SR 201125001180 - TD60262 - Power steering pump caught on fire while parked Hi Nellie- This customer contacted me today stating that her MINI power steering pump caught on fire while parked in the garage. She stated that no one was hurt and there was no additional property damage, but that MINI of Pensacola has estimated \$2300 for repairs. She is looking for assistance with the repair cost. Kind regards, Elizabeth Deubell BMW Customer Relations and Services Customer Assistance Manager 1-800-831-1117 Ext. 7954

Activity Info

Activity #: 1-XFANSF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Zach Little
Created Dt: 09/08/2011 11:22:42
Created By: Zach Little
Updated Dt: 09/08/2011 11:22:42
Updated By: Zach Little
Description: Mike from MINI of Pensacola called in to speak w/ LV. writ transferred Mike to LV's ext.

Activity Info

Activity #: 1-XF8W30 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/08/2011 11:23:48
Created By: Linda Vitale
Updated Dt: 09/08/2011 11:23:48
Updated By: Linda Vitale
Description: bmwmgr@sandysansing.com
Mike Dezarn SM called and he states MINI will need a pump and harness. SM will send photos.

Activity Info

Activity #: 1-XFIIRP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/08/2011 14:36:21
Created By: Linda Vitale

Updated Dt: 09/08/2011 14:37:24
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/08/2011 14:36:37	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Thursday, September 08, 2011 2:36 PM To: 'bmwmgr@sandysansing.com' Subject: SPI Brady VIN T [REDACTED] Mike, Please send photos of the parts which need to be replaced. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-XFIIRT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/08/2011 14:37:24
Created By: Linda Vitale
Updated Dt: 09/08/2011 14:51:47
Updated By: Linda Vitale
Description: Customer Interview-See note

Note Create Dt.	Note Created By	Note Type	Note
09/08/2011 14:37:52	Linda Vitale	Customer Interaction	The customer states that on 9/6/11, she had driven home from work approximately 7 miles and then picked up her daughter and had driven her MINI less than an hour before parking it in her garage at 4473 Clipper CV Destin, FL 32541-5100. The customer states that her husband smelled smoke and when he opened the door into the garage, the garage was filled with smoke. The customer states that she opened the garage door and her husband opened the hood where he saw flames. The customer states that she filled buckets of water and put the flames out. The customer states that she sat in the MINI and her husband pushed the vehicle out of the garage and onto the driveway. The customer paid \$220.00 to have the vehicle towed to MINI of Pensacola. The customer states that three weeks earlier her vehicle was smoking and MINI of Pensacola replaced a couple of fans. The customer will provide the repair order. The customer states that she would like her vehicle repaired at no charge after reading on the internet about the "power steering pump fires". The customer is also requesting reimbursement for the fan replacement repair of \$600.LV

Activity Info

Activity #: 1-XFIIZ1 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/08/2011 15:27:37
Created By: Linda Vitale
Updated Dt: 09/08/2011 15:44:50
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/08/2011 15:27:58	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Thursday, September 08, 2011 3:27 PM To: Yeldham Mark, EL-5-US-4 Cc: Roughgarden Sophia, EL-4-US-4 Subject: SPI Brady VIN T [REDACTED] Request Inspection Mark, Please inspect this vehicle for a complaint of fire. SM Mike Dezarn states power steering pump and wiring harness need to be replaced. I've requested photos. See properties. The vehicle is at : MINI of Pensacola186 West Airport Boulevard Pensacola, FL 32505-2246 Phone: SM Mike Dezarn (850) 497-6464 Please advise date of inspection. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box

1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-XFIIZ5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/08/2011 15:44:50
Created By: Linda Vitale
Updated Dt: 09/08/2011 15:46:41
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/08/2011 15:45:13	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Thursday, September 08, 2011 3:39 PM To: Vitale Linda, V2-US-A-50 Subject: Mini - Towing receipt [REDACTED] Hi Linda, Again, thank you for your assistance in addressing the issues surrounding the fire in my 2003 Mini Cooper on Sept. 6. I spoke with Mike at Mini of Pensacola and he assured me he is getting the photos to you today. He is also sending a second email that will include the repair order for the recent repair work they did on my Mini, after it began smoking as I idled at a drive-through window (I figured it was a sign from God that I shouldn't be eating Taco Bell). I've attached the towing charge for the Sept. 6 incident, where we had the Mini towed to Mini of Pensacola. If you need any further information, please do not hesitate to call or email me. Sincerely, [REDACTED] Communications Public Relations • Marketing Business Development • Writing [REDACTED], Florida

Activity Info

Activity #: 1-XHAWXO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/12/2011 15:20:11
Created By: Linda Vitale
Updated Dt: 09/12/2011 15:21:48
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/12/2011 15:20:25	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Monday, September 12, 2011 3:05 PM To: Vitale Linda, V2-US-A-50 Subject: Re: Mini - Towing receipt [REDACTED] Hi Linda, Quick check to see if any progress has been made regarding covering repair expenses on my Mini-Cooper due to the fire cause being a well-documented manufacturing problem with the power steering pump and electrical catching fire. Thank you, [REDACTED], Florida

Activity Info

Activity #: 1-XHAWXS **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/12/2011 15:21:48
Created By: Linda Vitale
Updated Dt: 09/12/2011 15:21:48
Updated By: Linda Vitale
Description: Spoke to SM Mike Dezarn and he will send an estimate via email.

Activity Info

Activity #: 1-XHF9NZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/12/2011 17:00:10
Created By: Linda Vitale
Updated Dt: 09/12/2011 17:00:57
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/12/2011 17:00:25	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Monday, September 12, 2011 5:00 PM To: [REDACTED] Subject: RE: Mini - Towing receipt [REDACTED] September 12, 2011 MINI Cooper / [REDACTED] Good afternoon Mrs. [REDACTED], I should be able to get back to you tomorrow. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-XHF9SJ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/12/2011 17:03:43
Created By: Linda Vitale
Updated Dt: 09/12/2011 17:06:46
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/12/2011 17:03:56	Linda Vitale	Dealer Interaction	From: Michael Dezarn [mailto:bmwmgr@sandysansing.com] Sent: Monday, September 12, 2011 4:59 PM To: Vitale Linda, V2-US-A-50 Cc: Paoletti Mike, V2-US-V-2-M; Stanton Andrew, V2-US-A-25 Subject: Estimate and photos for Stacey Linda, Mike from Sandy Sansing BMW and MINI of Pensacola hope all is well in New Jersey. I have attached an estimate for Mrs. [REDACTED]. Parts Battery 61217591081 \$162.67 P/S pump 32416778425 \$733.29 32111131345 \$2.18 32416762724 \$1.01 83290429576 \$20.97 Engine Harness 12517533103 \$330.87 Servo pump harness 12427530357 \$60.87 Labor for installing the new battery and power steering pump and two new harnesses is going to be 40 frus which should be around 359.20. Total for parts and labor should be 1731.06. Please let me know if you need anything else. Mike Dezarn Service Manager Sandy Sansing BMW MINI of Pensacola

Activity Info

Activity #: 1-XHLUF4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 11:07:28
Created By: Linda Vitale
Updated Dt: 09/13/2011 11:08:19
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note

09/13/2011 11:08:09	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Tuesday, September 13, 2011 10:36 AM To: [REDACTED] Subject: CR [REDACTED] VIN T [REDACTED] September 13, 2011 2003 MINI Cooper / T [REDACTED] Good morning Mrs. Brady, Please see the attached general release form as discussed. Please sign notarize and return to me so I may authorize the repairs at MINI of Pensacola. Please allow two to three weeks for the reimbursement of the tow charge. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Activity Info

Activity #: 1-XHLUTE **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 11:08:19
Created By: Linda Vitale
Updated Dt: 09/13/2011 11:08:19
Updated By: Linda Vitale
Description: Check request for tow in the amount of \$220.00

Activity Info

Activity #: 1-XHLUTG **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 11:09:02
Created By: Linda Vitale
Updated Dt: 09/13/2011 11:09:02
Updated By: Linda Vitale
Description: Received photos and RO.

Activity Info

Activity #: 1-XHLUTI **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 11:14:13
Created By: Linda Vitale
Updated Dt: 09/13/2011 11:14:52
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/13/2011 11:14:32	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Tuesday, September 13, 2011 11:14 AM To: Yeldham Mark, EL-5-US-4 Cc: Roughgarden Sophia, EL-5-US-4 Subject: CR [REDACTED] VIN T [REDACTED] Mark, No inspection needed. Here are two more photos. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-XI13RK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 13:34:02

Created By: Linda Vitale
Updated Dt: 09/13/2011 13:35:12
Updated By: Linda Vitale
Description: Received signed release

Activity Info

Activity #: 1-XI13RP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 13:35:12
Created By: Linda Vitale
Updated Dt: 09/13/2011 13:35:44
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/13/2011 13:35:26	Linda Vitale	Dealer Interaction	<p>From: Vitale Linda, V2-US-A-50 Sent: Tuesday, September 13, 2011 1:33 PM To: 'Michael Dezam' Subject: CR Brady VIN T [REDACTED] Mike, Please call Nellie Arencibia at 201-263-8272 with any questions about how to submit all required paperwork below. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached) *2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** ! Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-814-0776. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be 'NA'. (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-XI146T **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2011 13:35:44
Created By: Linda Vitale
Updated Dt: 09/13/2011 13:35:44
Updated By: Linda Vitale
Description: Closing Memo.


Service Request Detail #:201304400267
Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Two Rivers, WI [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 84500
Last Sale Date: 04/24/2003 00:00:00
In Service Date: 04/24/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201304400267
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 02/13/2013 11:08:25
Created By: Brandon Taylor
Rep Assigned: Michael Discepolo
Assigned Dealer:
Identified Dealer: MINI of the Fox Valley
Date Closed: 02/27/2013 14:10:28

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:
Issue

Thermal Event

Solution Note:

Date	Created By	Solution
02/27/2013 14:09:22	Michael Discepolo	MINI USA determined likely cause and origin of event with assistance from MINI of the Fox Valley. We agreed to repair the thermal damage. Customer signed a release. Repairs authorized through MINI of the Fox Valley.

Activity Info

Activity #: 1-18D6S8U **Email Body:**
Status: Done
Type: Supervisor Request
Assigned To: Brandon Taylor
Created Dt: 02/13/2013 11:08:43
Created By: Brandon Taylor
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: cci w/vehicle complaint - c/s vhe had a thermal event on 2/5/13. c/s that battery warning appeared followed by the car riding rough>

Note Create Dt.	Note Created By	Note Type	Note
02/13/2013 11:12:54	Brandon Taylor	Customer Interaction	c/s that he immediately pulled over, opened the hood and there was smoke and flames. c/s that private mech diag car and found that a faulty power steering pump and a faulty aux fan caused the flames. c/s that he's not expecting anything, he just wanted to make MINI aware of the incident. c/s veh purchased in November 2012 from private. cust can be reached on cell #

Activity Info

Activity #: 1-18DEXKI **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brandon Taylor
Created Dt: 02/13/2013 11:18:55
Created By: Brandon Taylor
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: emailed MJT

Note Create Dt.	Note Created By	Note Type	Note
02/13/2013 11:19:15	Brandon Taylor	Corporate Interaction	From: Taylor Brandon, (Brandon.Taylor@bmwfs.com) Sent: Wednesday, February 13, 2013 11:19 AM To: Trainor Mary Jane, B2-US-A-50 Subject: [REDACTED] thermal event

Activity Info

Activity #: 1-18DM4OW **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 02/14/2013 05:36:40
Created By: Mary Jane Trainor
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: Escalation to SPI

Activity Info

Activity #: 1-18EEL8H **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/14/2013 15:28:32
Created By: Michael Discepolo
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: I interviewed the customer (see note)

Note Create Dt.	Note Created By	Note Type	Note
02/14/2013 15:28:46	Michael Discepolo	Customer Interaction	Customer states vehicle had been sitting overnight prior to event. Customer drove vehicle about three miles away from home and was travelling at about 30 mph. Customer noticed the battery charging light illuminated. A second or two later, he noted that the steering had become very sluggish. He decided to go straight to a shop (Riley's Auto Parts) because it was close. He parked in front of the shop, popped the hood, and exited vehicle. At this point, he noticed smoke coming from the grill so he turned off the engine. He opened the hood and saw fire coming from behind the engine. Customer attempted to put it out with snow unsuccessfully. Some staff from the shop exited with a fire extinguisher, but were unable to stop the fire. The customer asked for a wrench and disconnected the battery. He then used the fire extinguisher to successfully put out the flames. A local independent shop diagnosed the issue as a power steering pump and auxiliary fan failure, though they don't know why this happened. Customer purchased vehicle privately about 2 months ago. He is not aware of any aftermarket equipment. I offered an inspection of the vehicle, customer stated he would call me back.

Activity Info

Activity #: 1-18EKGZY **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/14/2013 16:31:26
Created By: Michael Discepolo
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: Customer called in. I advised him that instead of a full inspection, may we tow vehicle to MINI dealer and have them diagnose it? He stated he would >

Note Create Dt.	Note Created By	Note Type	Note
02/14/2013 16:31:47	Michael Discepolo	Customer Interaction	call me back.

Activity Info

Activity #: 1-18EKH1K **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Michael Discepolo
Created Dt: 02/14/2013 16:46:10
Created By: Michael Discepolo
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: Customer's insurance company called in and we explained what we'd like to do for them. Insurance company is on board.

Activity Info

Activity #: 1-18EKH1M **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/14/2013 16:56:48
Created By: Michael Discepolo
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: I spoke with Brandon at the dealership and explained to him what we would like to do

Activity Info

Activity #: 1-18EKH1O **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/14/2013 16:57:05
Created By: Michael Discepolo
Updated Dt: 02/15/2013 21:42:45
Updated By: fm DupCustRemoval
Description: Follow up e-mail to Brandon

Note Create Dt.	Note Created By	Note Type	Note
			From: Discepolo Michael, B2-US-A-50 Sent: Thursday, February 14, 2013 4:57 PM To: 'bkiefer@bergstromauto.com' Subject: Tobia Brewer, TC43831 - Thermal Event Concern Hi Brandon,

02/14/2013 16:57:15	Michael Discepolo	Dealer Interaction	<p>As discussed, please assist us with towing this vehicle to your location for inspection of a front end thermal event. The independent repair shop indicated that they believe it may be related to the power steering pump. The customer's phone number is [REDACTED]. The vehicle is currently located at: Safranski Tire & Auto 3820 Calumet Ave Manitowoc, WI 54220 Contact: (920) 682-0233 Should the customer need it, please supply alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise), not to exceed \$40 a day. Please include the rental and towing expenses as separate line items on the repair order. I will provide instructions for reimbursement as we reach the end of the process. Once the vehicle is there, please perform a diagnosis of the cause for concern and supply me with detailed photographs of the area in question. I will share these with an engineering group and we will make a decision regarding assistance. Thank you very much for your assistance. Please let me know if you have any questions or concerns. Kind Regards, Mike Discepolo ----- BMW of North America, LLC Mike Discepolo Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately. -----</p>
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Activity Info

Activity #: 1-18FNQQV **Email Body:**

Status: Done

Type: Dealer Interaction

Assigned To: Michael Discepolo

Created Dt: 02/15/2013 16:56:00

Created By: Michael Discepolo

Updated Dt: 02/15/2013 21:42:45

Updated By: fm DupCustRemoval

Description: Dealership forwarded me a diagnosis

Note Create Dt.	Note Created By	Note Type	Note
02/15/2013 16:56:11	Michael Discepolo	Dealer Interaction	<p>From: Keo Saiyavong [mailto:ksaiyavong@bergstromauto.com] Sent: Friday, February 15, 2013 4:28 PM To: Discepolo Michael, B2-US-A-50 Subject: [REDACTED] Thermal Event Concern Hi Mike, This email is in regards to Tobia Brewers vehicle VIN [REDACTED]. The vehicle was towed to our location for inspection. We had found that the connector for power and ground and the connector for the EPS control unit was melted and caused wiring to short. We believe the cause of the thermal event is due to the power steering pump cooling fan has jammed and does not spin freely. Due to the power steering fan not operating as designed the EPS unit operated at a higher temperature causing damage to the unit. Also the vehicles EPS system is designed for CHF11S but what was found in the vehicle seem to have the consistency and smell of ATF. I have attached pictures of the power steering fan and connectors that where damaged on the pump and the difference in the fluid used in the vehicle. The fluid that was found in the vehicle is displayed on the left and CHF11S is on the right. If you need and futher pictures or assistance do not hesitate to ask. Thank You, Keo Saiyavong Keo Saiyavong Shop Foreman MINI of the Fox Valley 2986 Victory Ln Appleton Wi 54913</p>

Activity Info

Activity #: 1-18FNQT9 **Email Body:**

Status: Done

Type: Product Analysis Interaction

Assigned To: Michael Discepolo

Created Dt: 02/15/2013 17:04:19

Created By: Michael Discepolo

Updated Dt: 02/15/2013 21:42:45

Updated By: fm DupCustRemoval

Description: I forwarded the dealer's analysis to PAS Mark Yeldham

Note	Note		
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Create Dt.	Created By	Note Type	Note
02/15/2013 17:04:38	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Friday, February 15, 2013 5:03 PM To: Yeldham Mark, EG-8-US-4 Subject: FW: [REDACTED] Thermal Event Concern Hi Mark, Could you please review the attached photographs and dealer diagnosis regarding a 2003 MINI Cooper? Thank you, Mike [REDACTED] BMW of North America, LLC Mike Discepolo Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately.

Activity Info

Activity #: 1-18JIYX6 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/20/2013 13:42:58
Created By: Michael Discepolo
Updated Dt: 02/20/2013 13:43:25
Updated By: Michael Discepolo
Description: Dealer seeking an update

Note Create Dt.	Note Created By	Note Type	Note
02/20/2013 13:43:09	Michael Discepolo	Dealer Interaction	From: Brandon Kiefer [mailto:bkiefer@bergstromauto.com] Sent: Wednesday, February 20, 2013 11:20 AM To: Discepolo Michael, B2-US-A-50 Subject: Re: [REDACTED] Thermal Event Concern Just wondering if you have any direction for us on this case?

Activity Info

Activity #: 1-18JIYXA **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/20/2013 13:43:25
Created By: Michael Discepolo
Updated Dt: 02/20/2013 13:43:49
Updated By: Michael Discepolo
Description: Update to Brandon

Note Create Dt.	Note Created By	Note Type	Note
02/20/2013 13:43:34	Michael Discepolo	Dealer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Wednesday, February 20, 2013 11:28 AM To: 'Brandon Kiefer' Subject: RE: [REDACTED] Thermal Event Concern Hey Brandon, I got your analysis, thank you. I forwarded it to my engineer. I know he's out of the office until tomorrow. He should get back to me shortly and I'll be able to make a decision. I appreciate the follow up. Thanks again, Mike Discepolo [REDACTED] BMW of North America, LLC Mike Discepolo Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately.

Activity Info

Activity #: 1-18NH0NM **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 02/25/2013 13:34:12
Created By: Michael Discepolo
Updated Dt: 02/25/2013 13:36:31
Updated By: Michael Discepolo
Description: Response from Mark

Note Create Dt.	Note Created By	Note Type	Note
02/25/2013 13:34:22	Michael Discepolo	Product Analysis Interaction	From: Yeldham Mark, EG-8-US-4 Sent: Monday, February 25, 2013 12:25 PM To: Discepolo Michael, B2-US-A-50 Subject: RE: [REDACTED] Thermal Event Concern I would cover the repairs. Photos in Communications, correct? Let me know when it's closed. ----- ----- BMW Group Mark Yeldham Special Product Investigation Manager EG-8-US-4 300 Chestnut Rldge Road Woodcliff Lake, NJ 07677-7731 Tel: 201 571 5059 E-mail: Mark.Yeldham@bmwna.com

Activity Info

Activity #: 1-18NH0NP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/25/2013 13:35:04
Created By: Michael Discepolo
Updated Dt: 02/25/2013 13:35:45
Updated By: Michael Discepolo
Description: Seeking information from the dealer

Note Create Dt.	Note Created By	Note Type	Note
02/25/2013 13:35:42	Michael Discepolo	Dealer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Monday, February 25, 2013 1:35 PM To: 'Brandon Kiefer' Subject: RE: [REDACTED] - Thermal Event Concern Hi Brandon, What are we estimating for the cost of repairs? Was anything prepared? Please let me know. Thank you, Mike Discepolo ----- ----- BMW of North America, LLC Mike Discepolo Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately. -----

Activity Info

Activity #: 1-180FIZY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/26/2013 10:24:59
Created By: Michael Discepolo
Updated Dt: 02/26/2013 10:25:53
Updated By: Michael Discepolo
Description: Repair estimate from the dealer

Note	Note	Note

Create Dt.	Created By	Type	Note
02/26/2013 10:25:09	Michael Discepolo	Dealer Interaction	From: Brandon Kiefer [mailto:bkiefer@bergstromauto.com] Sent: Tuesday, February 26, 2013 8:38 AM To: Discepolo Michael, B2-US-A-50 Subject: Re: [REDACTED] - Thermal Event Concern Parts List: Prices: 32-41-6-778-425 PowerSteering Pump 710.33 32-41-6-781-743 Fan 168.95 12-52-1-439-891 RECEPTICAL 7.40 12-52-0-144-161 receptical x2 10.91 61-13-8-365-348 UNIVERSAL 3.60 61-13-8-365-348 UNIVERSAL 3.60 61-13-0-006-665 BUSHING C 2.75 61-13-0-005-199 BUSHING C 2.78 61-13-8-353-746 CABLE CON .80 61-13-1-379-833 SHRINKING 1.48 61-13-8-364-631 CIRCLIP:6 3.18 61-13-8-353-748 CABLE CON .80 1 bottle of CHF11S 19.80 DIAG 1.0 for diag a pics 108.00 .4 For fault scan 43.20 .3 FAN Removal 32.40 repair .8 for power steering pump 86.40 1.0 wiring repair 108.00 Total Estimate \$1317.05

Activity Info

Activity #: 1-180FJ48 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/26/2013 10:56:41
Created By: Michael Discepolo
Updated Dt: 02/26/2013 10:57:28
Updated By: Michael Discepolo
Description: I spoke with the customer and advised him of our conclusion. I offered to cover the thermal damage contingent on a signed release. >

Note Create Dt.	Note Created By	Note Type	Note
02/26/2013 10:57:14	Michael Discepolo	Customer Interaction	The customer indicated that he would accept.

Activity Info

Activity #: 1-180FJ4C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/26/2013 11:02:32
Created By: Michael Discepolo
Updated Dt: 02/26/2013 11:02:53
Updated By: Michael Discepolo
Description: I sent the customer his release

Note Create Dt.	Note Created By	Note Type	Note
02/26/2013 11:02:43	Michael Discepolo	Customer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Tuesday, February 26, 2013 11:02 AM To: 'coastlebrewer@gmail.com' Subject: Your MINI USA Claim - Release For Your Signature Hi Mr. Brewer, Please review, sign, and fax or e-mail the attached release to (201) 326-7429 or Michael.Discepolo@bmwnaext.com as soon as you can. Upon receipt, we will authorize repairs through MINI of the Fox Valley. Also, please have the original release notarized and mailed back to me at your convenience. The address is: MINI USA Attn: Mike Discepolo PO BOX 1227 Westwood, NJ 07675 Please do not hesitate to contact me with any questions. We recognize that you have a choice in vehicle and thank you for choosing MINI. Kind Regards, Mike Discepolo ----- MINI USA Mike Discepolo Executive Customer Care Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: miniusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately. -----

Activity Info

Activity #: 1-18Q4RNU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/27/2013 13:45:43
Created By: Michael Discepolo
Updated Dt: 02/27/2013 13:45:58
Updated By: Michael Discepolo
Description: Customer sent me his signed release

Note Create Dt.	Note Created By	Note Type	Note
02/27/2013 13:45:53	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Wednesday, February 27, 2013 1:35 PM To: Discepolo Michael, B2-US-A-50 Subject: Mr. [REDACTED] Mini Cooper Release Mr. Discepolo, Thank you so much for your work on our Mini Cooper. I've attached the signed General Release you sent me, and will have a copy notarized and put in the mail. We very much appreciate that your company is willing to stand behind it's product like this, and remedy a situation. It speaks a great amount about the company and its employees. For what it's worth, my Wife misses her car terribly, and is overjoyed to hear that we get it back, I have to tell you that I'm excited to get it back on the road as well! Thank you again for your hard work, Mr. [REDACTED]

Activity Info

Activity #: 1-18Q4RNZ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/27/2013 13:52:06
Created By: Michael Discepolo
Updated Dt: 02/27/2013 13:52:47
Updated By: Michael Discepolo
Description: I sent the repair authorization to Brandon

Note Create Dt.	Note Created By	Note Type	Note
02/27/2013 13:52:20	Michael Discepolo	Dealer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Wednesday, February 27, 2013 1:52 PM To: 'Brandon Kiefer' Subject: [REDACTED] Repair Authorization Hi Brandon, I've attached a repair authorization for Mr. Brewer's 2003 MINI Cooper (VIN: T[REDACTED]). BMW will cover the parts, materials, and labor necessary for repair per your repair estimate. Please have somebody contact the customer at [REDACTED] to arrange for repair. Should the customer need it, please supply alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise), not to exceed \$40 a day. Please include this expense as a separate line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Everything you need should be on the repair authorization, including instructions for receiving your goodwill authorization through DCS once the repairs are completed. Thank you very much for your help. Should you have any questions, please don't hesitate to contact me. Kind Regards, Mike Discepolo --- ----- BMW of North America, LLC Mike Discepolo Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately. -----

Activity Info

Activity #: 1-18QC3ML **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 02/27/2013 13:54:25
Created By: Michael Discepolo
Updated Dt: 02/27/2013 13:54:25
Updated By: Michael Discepolo
Description: I advised the customer that I had authorized his repair

Activity Info

Activity #: 1-18QC3MN **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 02/27/2013 14:07:42
Created By: Michael Discepolo
Updated Dt: 02/27/2013 14:09:15
Updated By: Michael Discepolo
Description: Advising PA that file has been closed

Note Create Dt.	Note Created By	Note Type	Note
02/27/2013 14:08:07	Michael Discepolo	Product Analysis Interaction	<p>From: Discepolo Michael, B2-US-A-50 Sent: Wednesday, February 27, 2013 2:08 PM To: DL-SPI_Assignment_PA Subject: [REDACTED] - Thermal Event - Closed This file has been closed by CR. Please see attached and properties. No inspection necessary. Mike -----</p> <p>----- BMW of North America, LLC Mike Discepolo Executive Customer Care Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8248 Fax: 201 326 7429 E-mail: Michael.Discepolo@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (201-263-8248) immediately. -----</p>



Service Request Detail #:201029201470

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Sierra Madre, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 60000
Last Sale Date: 05/23/2004 00:00:00
In Service Date: 05/23/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201029201470
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/19/2010 18:03:11
Created By: Marlen Mullins
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of Monrovia
Date Closed: 11/10/2010 09:42:05

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Power Steering Pump caught fire.

Solution Note:

Date	Created By	Solution
11/10/2010 09:41:47	Jay Hanson	Goodwill for necessary repairs. Received signed general release.

Activity Info

Activity #: 1-RANAMO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Marlen Mullins
Created Dt: 10/19/2010 18:03:48
Created By: Marlen Mullins
Updated Dt: 10/19/2010 18:08:21
Updated By: Marlen Mullins
Description: Power Steering Pump caught fire.
 Cust stts that car was in the garage and suddenly the car went off in flames.

Note Create Dt.	Note Created By	Note Type	Note
10/19/2010 18:05:12	Marlen Mullins	Customer Interaction	Cust stts that fire departmnet was called and cust stts the car is at dealer right now. Cust stst that dealer said that the power steering pump caused the fire. MM spoke with husband, Mr. [REDACTED]. Cust stts that noone got hurt.

Activity Info

Activity #: 1-RCTIMD **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Jay Hanson
Created Dt: 10/22/2010 14:30:53
Created By: Jay Hanson
Updated Dt: 10/22/2010 14:30:53
Updated By: Jay Hanson
Description: Left vm for customer at preferred number

Activity Info

Activity #: 1-RFLB7S **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/27/2010 09:46:29
Created By: Jay Hanson
Updated Dt: 10/27/2010 09:46:29
Updated By: Jay Hanson
Description: CCB - left vm. Please call at (626) 836-8644 or on her cell at (800) 840-0117. She teaches and is hard to catch.

Activity Info

Activity #: 1-RFLBBW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Marie McClary
Created Dt: 10/27/2010 10:36:39
Created By: Marie McClary
Updated Dt: 10/27/2010 10:36:39
Updated By: Marie McClary
Description: CCI to spk with Jay, jay n/a

Activity Info

Activity #: 1-RFLBBY **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Marie McClary
Created Dt: 10/27/2010 10:36:57
Created By: Marie McClary
Updated Dt: 10/27/2010 10:37:19
Updated By: Marie McClary
Description: wrtr emailed jay

Note Create Dt.	Note Created By	Note Type	Note
10/27/2010 10:37:10	Marie McClary	Corporate Interaction	From: McClary Marie, SF4-US-S-5 Sent: Wednesday, October 27, 2010 10:36 AM To: Hanson Jay, V2-US-A-50 Subject: [REDACTED] Hi Jay, [REDACTED] called in to speak with you. I tried your extension but you were not available. Her preferred call back number is [REDACTED]. She wanted me to pass along her email address as well, [REDACTED]. Thanks for all you do. 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

Activity Info

Activity #: 1-RFX46G **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/27/2010 12:03:11
Created By: Jay Hanson
Updated Dt: 10/27/2010 12:03:11
Updated By: Jay Hanson
Description: Left vm for Gerry Lytton at MINI of Monrovia

Activity Info

Activity #: 1-RG3A85 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Eric Darlage
Created Dt: 10/27/2010 16:13:34
Created By: Eric Darlage
Updated Dt: 10/27/2010 16:13:34
Updated By: Eric Darlage
Description: cci to speak with cm. wrtr adv cust that cm not avail to lvm.

Activity Info

Activity #: 1-RG3AA5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Eric Darlage
Created Dt: 10/27/2010 16:14:00
Created By: Eric Darlage
Updated Dt: 10/27/2010 16:15:53
Updated By: Eric Darlage
Description: wrtr emailed cm. see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/27/2010 16:14:18	Eric Darlage	Customer Interaction	From: Darlage Eric, SF4-US-S-5 Sent: Wednesday, October 27, 2010 4:16 PM To: Hanson Jay, V2-US-A-50 Subject: [REDACTED] Jay, I had Ms. [REDACTED] call in to speak with you about her vehicle. I put her through to your voicemail. Kind regards, Eric Darlage Customer Relations and Services Specialist Telephone (800) 831-1117 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-RG1ZM2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/27/2010 16:43:06
Created By: Jay Hanson
Updated Dt: 10/27/2010 16:43:06
Updated By: Jay Hanson
Description: Left vm for customer at home number

Activity Info

Activity #: 1-RG8NCM **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jacqueline Miller
Created Dt: 10/27/2010 16:45:19
Created By: Jacqueline Miller
Updated Dt: 10/27/2010 16:45:19
Updated By: Jacqueline Miller
Description: Cci for JH, wtr put through to JH.

Activity Info

Activity #: 1-RGKEDV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/28/2010 08:56:39
Created By: Jay Hanson
Updated Dt: 10/28/2010 09:03:42
Updated By: Jay Hanson
Description: Spoke with customer on 10/27 - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/28/2010 08:56:58	Jay Hanson	Customer Interaction	Customer said she has owned the vehicle since new, and in that time there has been no collision damage or major mechanical work. Said on the day of the incident, she drove the vehicle home from work. Said during that drive she ran over something on the freeway, but she doesn't know what and it didn't seem to affect the way the vehicle ran. Said she got home and parked the vehicle in the garage. Said a short time later, she could smell something burning. Said she walked all over the house trying to track it down. Said she went to the garage and saw smoke pouring from under the hood of the MINI. Said they called the fire department. When the FD arrived, they were told there was no fire, but they confirmed the smoke was coming from under the hood of the MINI. Said the vehicle was then pushed out of the garage and to the bottom of the hill. Said once the smoke cleared up, they discovered that the power steering didn't work any more. Said it was taken to an independent repair shop, but because of the nature of the problem they were told the shop couldn't fix it. Said it was then taken to MINI of Monrovia where it is now. Said she was told MINI would have to send an engineer to see the vehicle before any work could be done. Said she has a loaner. Writer advised the customer that he will need to speak to the service director to get a diagnosis, and if it is only a power steering fire MINI can take care of the repairs. Customer provided fax and email contacts - OK to send the general release to either, easiest by email.

Activity Info

Activity #: 1-RGKEE0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/28/2010 09:03:42
Created By: Jay Hanson
Updated Dt: 10/28/2010 09:05:25
Updated By: Jay Hanson
Description: Gerry Lytton called back - left vm. See notes.

Note Create Dt.	Note Created By	Note Type	Note
10/28/2010 09:04:08	Jay Hanson	Dealer Interaction	Said the customer notified her insurance company, and they have said they will cover the labor but not the parts. Said he made his RTE aware of the problem and they are now waiting for an SPI inspection before they agree to cover the parts.

Activity Info

Activity #: 1-RGKEE4 **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/28/2010 09:18:16
Created By: Jay Hanson
Updated Dt: 10/28/2010 09:18:39
Updated By: Jay Hanson
Description: Email to Jerry Lytton - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/28/2010 09:18:31	Jay Hanson	Dealer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Thursday, October 28, 2010 9:18 AM To: 'Jerry.Lytton@bmwofmonrovia.com' Subject: SPI [REDACTED] Thermal Event / Power Steering Jerry - I got your message from yesterday about [REDACTED] MINI Cooper [REDACTED] with the power steering pump fire. We can probably proceed with this one without an inspection. I'd like to have a diagnosis from your shop and to know exactly which parts are involved. Also, she claimed she hit something on the highway on her way home on the day of the incident and I'd like to be sure there is no impact damage underneath that could have contributed to the problem - I doubt it, but it's better to be certain. Once I have your diagnosis and parts list, I'll have Ms [REDACTED] sign and return a general release. Upon receipt of the signed release, I'll send you a repair authorization along with instructions on how to get your goodwill authorization through DCS. I'll want to cover the entire repair at warranty rates with no involvement from her insurance company. Thanks for your help. Kind regards, Jay L. Hanson Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-RJBZRR **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/01/2010 12:17:56
Created By: Jay Hanson
Updated Dt: 11/01/2010 12:17:56
Updated By: Jay Hanson
Description: Asked Jerry Lytton for update on estimate

Activity Info

Activity #: 1-RKMNDDB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/03/2010 10:34:47
Created By: Jay Hanson
Updated Dt: 11/03/2010 10:53:47
Updated By: Jay Hanson
Description: Received estimate from Jerry Lytton - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/03/2010 10:35:13	Jay Hanson	Dealer Interaction	From: Lytton, Gerald [mailto:Gerald.Lytton@bmwofmonrovia.com] Sent: Tuesday, November 02, 2010 6:25 PM To: Hanson Jay, V2-US-A-50 Subject: FW: [REDACTED] 4 [REDACTED] JAY HERE IS PARTS AND LABOR FOR THE REPAIRS. JERRY

Activity Info

Activity #: 1-RKMNDG **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/03/2010 10:53:47
Created By: Jay Hanson
Updated Dt: 11/03/2010 10:54:26
Updated By: Jay Hanson
Description: Sent general release to customer for review and signature - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/03/2010 10:54:13	Jay Hanson	Customer Interaction	<p>From: Hanson Jay, V2-US-A-50 Sent: Wednesday, November 03, 2010 10:53 AM To: [REDACTED] Subject: Regarding Your Cooper at MINI of Monrovia Importance: High Ms. [REDACTED]: I'm sorry it has taken me so long to get back to you - it took a bit of time to get the repair estimate from MINI of Monrovia. Everything is in order now, and we can begin to move forward once again. As we discussed, I need to have you sign and return the attached general release. The release is only a statement of what we've agreed to provide you to resolve this particular matter and your acceptance of it. It has no bearing on your ability to ask us for assistance in the future for other issues, nor will it affect our willingness to accommodate you. Simply review and sign the attached document and return it to me either at this email address or by fax to (866) 796-3479. Upon receipt, I'll send a repair authorization to MINI of Monrovia and they will proceed with the repairs as soon as possible. You will not be charged for these repairs. You will notice there is a place below the signature line for notarization. Please note - it is not necessary for you to have the document notarized before I can authorize the repairs. The signed copy is perfectly fine for our purposes. Once you have returned the signed copy by fax or email, have the original notarized and return it to me by regular mail. The address is: MINI USA Attn: Jay Hanson PO Box 1227 Westwood, NJ 07675-1227 Also, as I promised, if you can provide me an invoice for the rental expenses you've incurred, I will reimburse you that amount as well. Please let me know if you have any questions. Thank you for your patience and cooperation. Kind regards, Jay L. Hanson Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-RLBETY
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/03/2010 15:44:26
Created By: Jay Hanson
Updated Dt: 11/03/2010 15:45:04
Updated By: Jay Hanson
Description: Email exchange with customer concerning the rental charges - see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
11/03/2010 15:44:52	Jay Hanson	Customer Interaction	<p>From: Hanson Jay, V2-US-A-50 Sent: Wednesday, November 03, 2010 1:46 PM To: [REDACTED] Subject: RE: Regarding Your Cooper at MINI of Monrovia Ms. [REDACTED]: An invoice from Enterprise (itemizing the rate per day and number of days) would be better, but as long as the statement clearly shows that the charge was paid to Enterprise, that might be OK. Jay Hanson 201.263.8246 -----Original Message----- From: [REDACTED] Sent: Wednesday, November 03, 2010 1:44 PM To: Hanson Jay, V2-US-A-50 Subject: Re: Regarding Your Cooper at MINI of Monrovia I can give you a copy of my credit card statement with the amount I paid to Enterprise Rent-A-Car. Will that work? And in the end/the love you take/is equal to the love you make. - John Lennon</p>

Activity Info

Activity #: 1-RM1QCO
Status: Done

Email Body:

Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/04/2010 15:25:20
Created By: Jay Hanson
Updated Dt: 11/04/2010 15:25:54
Updated By: Jay Hanson
Description: Email exchange with customer
 re: questions about the release.
 See notes.

Note Create Dt.	Note Created By	Note Type	Note
11/04/2010 15:25:45	Jay Hanson	Customer Interaction	<p>From: Hanson Jay, V2-US-A-50 Sent: Thursday, November 04, 2010 3:25 PM To: [REDACTED]</p> <p>Subject: RE: Regarding Your Cooper at MINI of Monrovia Ms [REDACTED]: I'm not completely certain what you're asking, but I'll do my best to answer. The parts mentioned in the release are those that need to be repaired or replaced to make the vehicle safe to operate again. If it is discovered at the time the repair is being performed that the parts are faulty, then the center would have to get new parts and start again (at no additional charge to you) - the vehicle would not be released to you if the issue has not been fully addressed. If for some reason the parts they install fail in the future, they would be evaluated and repaired or replaced under the terms of the 2-year parts and labor warranty. If they were to fail beyond the 2-year warranty, then we may have to consider assistance such as what we're offering now, if warranted. At this time, you will not be charged for any parts or labor outlined in the release. The confidentiality agreement is generally understood to prevent the undersigned from making the terms of the agreement public via TV, newspaper, internet forum, etc. We of course don't have the power or the desire to monitor private conversations, but we would leave it up to each individual to use his or her best judgment when discussing the matter privately. Regards, Jay Hanson 201.263.8246 -----Original Message----- From: [REDACTED]</p> <p>Sent: Thursday, November 04, 2010 3:12 PM To: Hanson Jay, V2-US-A-50 Subject: Re: Regarding Your Cooper at MINI of Monrovia I have a question about the release. Does this release mean that, if the parts mentioned in the release turn out to be faulty, that I cannot get them fixed? Or that I will need to pay to get them fixed? Also, does this mean that I cannot discuss what happened with family and friends? And in the end/the love you take/is equal to the love you make. - John Lennon</p>

Activity Info

Activity #: 1-RNHMH8 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/08/2010 09:22:21
Created By: Jay Hanson
Updated Dt: 11/08/2010 09:22:21
Updated By: Jay Hanson
Description: Awaiting return of signed release

Activity Info

Activity #: 1-RPEAQ9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/10/2010 09:22:09
Created By: Jay Hanson
Updated Dt: 11/10/2010 09:22:09
Updated By: Jay Hanson
Description: Received signed general release

Activity Info

Activity #: 1-RPEAQB **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Jay Hanson
Created Dt: 11/10/2010 09:32:21
Created By: Jay Hanson
Updated Dt: 11/10/2010 09:39:26
Updated By: Jay Hanson
Description: Email to Jerry Lytton with repair authorization - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/10/2010 09:32:38	Jay Hanson	Dealer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Wednesday, November 10, 2010 9:32 AM To: 'Lytton, Gerald' Subject: Repair Authorization for ██████████ Importance: High Jerry – Here is the repair authorization for ██████████ 2004 Cooper. Please proceed with the repairs as soon as possible and keep Ms ██████████ informed as to when she can expect the vehicle to be ready. Please include the attached cover sheet when you fax the ROs to Nellie for reimbursement through DCS. Let me know if you have any questions – thanks for your help. Regards, Jay Hanson 201.263.8246

Activity Info

Activity #: 1-RPEAQG **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 11/10/2010 09:39:26
Created By: Jay Hanson
Updated Dt: 11/10/2010 09:41:47
Updated By: Jay Hanson
Description: Email advising PA the file has been closed - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/10/2010 09:39:54	Jay Hanson	Product Analysis Interaction	From: Hanson Jay, V2-US-A-50 Sent: Wednesday, November 10, 2010 9:39 AM To: Yeldham Mark, V2-US-A-6 Subject: CR ██████████ Closed Mark – This file has been closed without the need for an inspection. See Properties. Kind regards, Jay L. Hanson Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227



Service Request Detail #:200428100075

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Beaumont, TX [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 09/05/2003 00:00:00
In Service Date: 09/05/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200428100075
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: Complaint
Current Status: Closed
Date Opened: 10/07/2004 09:39:31
Created By: Carrie Mazanec
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Brian Harris MINI 76504
Date Closed: 10/07/2004 09:42:58

Code Description:

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

Issue Note:

Issue

Claims defective steering caused accident

Solution Note:

Date	Created By	Solution
10/07/2004 09:42:43	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-3ED83G **Email Body:**
Status: Done
Type: General
Assigned To: Carrie Mazanec
Created Dt: 10/07/2004 09:40:04
Created By: Carrie Mazanec
Updated Dt: 10/07/2004 09:42:01
Updated By: Carrie Mazanec
Description: Claims defective steering caused accident



Service Request Detail #:200835700241

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Croton On Hudson, NY [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 116000
Last Sale Date: 01/22/2003 00:00:00
In Service Date: 01/22/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200835700241
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 12/22/2008 09:38:56
Created By: Casey Roach
Rep Assigned: Charlene Banks
Assigned Dealer:
Identified Dealer:
Date Closed: 12/22/2008 10:07:47

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
SV29	SERVICE - PRODUCT ISSUE	1200	1231	ENGINE ELECTRICAL - ALTERNATOR/WIRING
SV29	SERVICE - PRODUCT ISSUE	1100	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS

Issue Note:

Issue
 Engine fire from failed p/s pump.

Solution Note:

Date	Created By	Solution
12/22/2008 10:07:19	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-F19W2N **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Casey Roach
Created Dt: 12/22/2008 09:39:38
Created By: Casey Roach
Updated Dt: 12/22/2008 09:46:05
Updated By: Casey Roach
Description: Engine fire from failed p/s pump.

Note Create Dt.	Note Created By	Note Type	Note
12/22/2008 09:39:41	Casey Roach	Customer Interaction	Customer upset with her vehicle issue and feels MINI should issue a recall. Customer states the mechanic has advised the power steering pump failed, which resulted in the power steering pump failed and caused the alternator to overheat. As a result of this the engine caught fire. The customer feels this matter should be investigated further and feels MINI should issue a recall on this. Writer agreed to pass along and have someone follow up with her @ [REDACTED]

Activity Info

Activity #: 1-F19W3Z **Email Body:**

Status: Done
Type: Corporate Interaction
Assigned To: Casey Roach
Created Dt: 12/22/2008 09:51:11
Created By: Casey Roach
Updated Dt: 12/22/2008 09:51:11
Updated By: Casey Roach
Description: Frwd e-mail to Charlene for further help.



Service Request Detail #:200934900842

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Long Beach, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 65000
Last Sale Date: 04/04/2003 00:00:00
In Service Date: 04/04/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200934900842
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 12/15/2009 16:07:57
Created By: Megan Laney
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Long Beach MINI
Date Closed: 01/12/2010 16:36:32

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
SV29	SERVICE - PRODUCT ISSUE	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 Engine fire.

Solution Note:

Date	Created By	Solution
01/12/2010 16:35:54	Scott Kuchta	Closed without SPI inspection and closed pending customer contact. Dealer states customer paid for new power steering pump; no evidence of engine compartment fire.
12/15/2009 16:08:24	Megan Laney	Wtr stted info will be forwarded to corp offices & cust will be contacted in 2-3 business days.

Activity Info

Activity #: 1-LWFCC2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Megan Laney
Created Dt: 12/15/2009 16:09:04
Created By: Megan Laney
Updated Dt: 12/15/2009 16:19:57
Updated By: Megan Laney
Description: Engine fire. Cust stted veh has a spontaneous engine fire. Cust stted that no one was injured. Cust stted veh is currently at Long Beach BMW. Cust >

Note Create Dt.	Note Created By	Note Type	Note
			stted they have diagnosed the reason the veh caught fire to be the power steering pump. Cust stted they are charging him \$2700 in repairs. Wtr stted info will be forwarded to corp offices & cust will be

12/15/2009 16:10:33	Megan Laney	Customer Interaction	<p>contacted in 2-3 business days. Cust req that this matter be expedited. Wtr stted will note req, but cant make any promises. Cust stted he will pursue legal action if necessary. From: Laney Megan, SF4-US-S-5 Sent: Tuesday, December 15, 2009 4:19 PM To: Banks Charlene, (T) Subject: SR# 200934900842 Hey Charlene, [REDACTED] called to alert us that his engine spontaneously caught fire. The customer stated that no one was injured. He stated that the vehicle is currently at Long Beach BMW & they have diagnosed the cause of the fire to be the power steering pump. The customer stated that his best daytime phone contact # is: [REDACTED]. He stated that he would like this matter expedited & I told him I would include that in my notes but couldn't make any promises. I told him normal policy for a return call is 2-3 business days. The customer stated he will pursue legal action if necessary & he has already filed a complaint with the government. Thanks! Kind Regards, Megan Laney Customer Relations and Services Specialist</p>
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Activity Info

Activity #: 1-LX59OP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/16/2009 14:23:29
Created By: Scott Kuchta
Updated Dt: 12/16/2009 14:23:29
Updated By: Scott Kuchta
Description: sw Brock Temple, svc mgr Long Beach MINI; to call back with their diagnosis. Car listed under "Paul Chase"

Activity Info

Activity #: 1-LX59OR **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/16/2009 14:28:00
Created By: Scott Kuchta
Updated Dt: 12/16/2009 14:32:34
Updated By: Scott Kuchta
Description: Brock calls in states he spoke with Jen, service advisor; no evidence of fire

Note Create Dt.	Note Created By	Note Type	Note
12/16/2009 14:28:28	Scott Kuchta	Dealer Interaction	and also the customer's insurance company already has authorized repair. Brock states Jen will call the customer directly about this.

Activity Info

Activity #: 1-LX94YR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/16/2009 14:32:34
Created By: Scott Kuchta
Updated Dt: 12/16/2009 14:33:30
Updated By: Scott Kuchta
Description: L/M with [REDACTED] see notes

Note Create Dt.	Note Created By	Note Type	Note
12/16/2009 14:33:11	Scott Kuchta	Customer Interaction	Writer requested call back to discuss his power steering concern.

Activity Info

Activity #: 1-M55IV1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/28/2009 15:22:34
Created By: Scott Kuchta
Updated Dt: 12/28/2009 15:24:59
Updated By: Scott Kuchta
Description: cust left message on 12/21. see notes

Note Create Dt.	Note Created By	Note Type	Note
12/28/2009 15:22:57	Scott Kuchta	Customer Interaction	Customer [REDACTED] states his vehicle is still under warranty and it was determined the power steering pump failed, causing an engine fire. C/s Progressive Insurance determined the power steering failed. C/s Long Beach MINI, where the car is now, gave him a \$2700 estimate. C/s he is not willing to pay for the repair; states he expects reimbursement. C/s he filed a claim with Progressive and with NHTSA. C/s his number is [REDACTED]

Activity Info

Activity #: 1-M5AAGD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/28/2009 15:30:15
Created By: Scott Kuchta
Updated Dt: 01/06/2010 09:09:03
Updated By: Scott Kuchta
Description: L/M with cust. see notes

Note Create Dt.	Note Created By	Note Type	Note
12/28/2009 15:30:40	Scott Kuchta	Customer Interaction	Writer advised I am returning message he left on 12/21. Writer advised according to my records the vehicle warranty expired in April 2007 so I'm not sure why he expects the repair to be paid for by MINI USA. Writer advised that Long Beach MINI indicated to me that his insurance company is covering the repair; therefore I am unsure what the concern is at this point. Requested call back if he'd like to discuss.

Activity Info

Activity #: 1-MAD4F7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/06/2010 09:08:26
Created By: Scott Kuchta
Updated Dt: 01/06/2010 09:08:26
Updated By: Scott Kuchta
Description: waiting for customer call back

Activity Info

Activity #: 1-MF43DT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/12/2010 16:22:46
Created By: Scott Kuchta
Updated Dt: 01/12/2010 16:22:46

Updated By: Scott Kuchta
Description: called cust..voicemail greeting
 came on. Did not leave message

Activity Info

Activity #: 1-MF43DV **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/12/2010 16:26:09
Created By: Scott Kuchta
Updated Dt: 01/12/2010 16:35:12
Updated By: Scott Kuchta
Description: sw Jennifer in service

Note Create Dt.	Note Created By	Note Type	Note
01/12/2010 16:26:25	Scott Kuchta	Dealer Interaction	evidently there was no evidence of fire per the insurance company inspector, and insurance would not cover the power steering pump, which needed to be replaced. Jennifer states that the customer paid for the pump and picked up his car about 3 weeks ago.



Service Request Detail #:200701900553

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Corona, CA [REDACTED]
Vehicle Info:
Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage:
Last Sale Date: 10/31/2003 00:00:00
In Service Date: 10/31/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200701900553
Make: MINI
Vehicle Category: Automobile
Source: Executive Letter
Type: Complaint
Current Status: Closed
Date Opened: 01/19/2007 10:27:11
Created By: Debbie Zika
Rep Assigned: Sal Talarico
Assigned Dealer: Crevier MINI 04552
Identified Dealer: Crevier MINI 04552
Date Closed: 02/28/2007 13:52:28

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV02	RETAILER DISSATISFACTION - SERVICE	AU01	AU02	DISCOURTEOUS TREATMENT
SV02	RETAILER DISSATISFACTION - SERVICE	AU01	AU01	RETAILER DISSATISFACTION GENERAL
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
SV17	REPEAT REPAIR/COMEBACK	3400	3401	BRAKES - BRAKE WEAR
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	6100	6151	POWER WINDOWS
SV17	REPEAT REPAIR/COMEBACK	6100	6124	BATTERY LOOSES CHARGE
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3233	STEERING UNIT COMPONENTS - STEERING WHEEL
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	6500	6591	RADIO
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	6100	6161	WIPERS
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3600	3600	TIRES, WHEELS & SPARE TIRE
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3600	3600	TIRES, WHEELS & SPARE TIRE

Issue Note:

Issue

ENGLERT-cc'd BBB; cust upset w/trtmt, srvc @ dlr (Crevier MINI); numerous rprs to veh since purchase

Solution Note:

Date	Created By	Solution
02/28/2007 13:52:09	Sal Talarico	Service Manager contacted customer and resolved all customer's issues.
02/28/2007 13:48:55	Sal Talarico	Service Manager contacted customer and resolved all issues.
02/02/2007 11:10:16	DCS NET	Manager is aware of customers concern.

Attachments:

File Name	Comments
CANNALONGA Dlr Email (Archived - Click for more information.)	
CANNALONGA Englert Ltr (Archived - Click for more information.)	

Activity Info

Activity #: 1-88206J
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 10:35:51
Created By: Debbie Zika
Updated Dt: 01/19/2007 13:37:25
Updated By: Sal Talarico
Description: ENGLERT-cc'd BBB; cust upset w/trtmt, srvc @ dlr (Crevier MINI); numerous rprs to veh since purchase;

Email Body:**Activity Info**

Activity #: 1-8811PL
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 13:37:25
Created By: Sal Talarico
Updated Dt: 01/19/2007 13:45:01
Updated By: Sal Talarico
Description: Called customer at work#562-941-0101 and left detailed Vmessage advising receipt of letter and follow up to Mkt Team Gave name and tel#

Email Body:**Activity Info**

Activity #: 1-884309
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 13:44:20
Created By: Sal Talarico
Updated Dt: 01/19/2007 13:44:50
Updated By: Sal Talarico
Description: E-mail to customer

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
01/19/2007 13:44:41	Sal Talarico	Customer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Friday, January 19, 2007 1:44 PM To: [REDACTED] Subject: Letter Re:MINI Cooper VIN# [REDACTED] Importance: High Ms. Cannalonga, I am in receipt of your letter to Ms. Nina Englert received January 11,2007 and will be your point of contact here at MINI USA. I am sorry to hear or your dissatisfaction. Your letter will be forwarded to our regional manager for review. Could you please advise me if the anyone from Crevier has contacted you since Mr. [REDACTED] e-mail of January 8th. Thank you, [REDACTED] MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ®

Activity Info

Activity #: 1-88430G
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 13:51:17
Created By: Sal Talarico

Email Body:

Updated Dt: 01/19/2007 13:51:53
Updated By: Sal Talarico
Description: Notified AMM via e-mail

Note Create Dt.	Note Created By	Note Type	Note
01/19/2007 13:51:43	Sal Talarico	Field Interaction	From: [REDACTED] V4-US-A-52 Sent: Friday, January 19, 2007 1:51 PM To: Bruni Claude, V4-US-V-3-M Subject: Re: Executive Letter [REDACTED] 2004 MINI Cooper VIN#T [REDACTED] Importance: High Claude, Re: Executive Letter [REDACTED] 2004 MINI Cooper VIN#T [REDACTED] I have attached customer's letter and copies of e-mails to Peter Maldonado at Crevier. A phone message as well as an e-mail have been sent to Ms [REDACTED] acknowledging receipt of her letter and requesting updated information concerning further Dealer contact as stated in Peter's e-mail. Please let me know if you get anything further from Crevier. Thanks, Sal Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ® 2 attachments

Activity Info

Activity #: 1-8844BA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 16:11:17
Created By: Sal Talarico
Updated Dt: 01/19/2007 16:11:46
Updated By: Sal Talarico
Description: Customer e-mail response

Note Create Dt.	Note Created By	Note Type	Note
01/19/2007 16:11:37	Sal Talarico	Customer Interaction	From: [REDACTED] Sent: Friday, January 19, 2007 3:31 PM To: Talarico Sal, V4-US-A-52 Subject: RE: Letter Re:MINI Cooper VIN#TJ53107 Hello Sal, Thank you for the email and voice mail. Unfortunately no one from Crevier BMW has attempted to contact me regarding my concerns, since the single email response I received from Mr. Maldonado. Thank you, [REDACTED]

Activity Info

Activity #: 1-884ZW3 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 16:13:02
Created By: Sal Talarico
Updated Dt: 01/19/2007 16:13:34
Updated By: Sal Talarico
Description: Fwd Customer e-mail to AMM

Note Create Dt.	Note Created By	Note Type	Note
01/19/2007 16:13:24	Sal Talarico	Field Interaction	From: Talarico Sal, V4-US-A-52 Sent: Friday, January 19, 2007 4:13 PM To: Bruni Claude, V4-US-V-3-M Subject: 1/19/07 FW: Customer response Letter Re:MINI Cooper VIN#T [REDACTED] Claude, Customer stated no follow up from Crevier (see below) Sal ----- From: [REDACTED] Sent: Friday, January 19, 2007 3:31 PM To: Talarico Sal, V4-US-A-52 Subject: RE: Letter Re:MINI Cooper VIN#T [REDACTED] Hello Sal, Thank you for the email and voice mail. Unfortunately no one from Crevier BMW has attempted to contact me regarding my concerns, since the single email response I received from Mr [REDACTED]. Thank you, [REDACTED]

Activity Info

Activity #: 1-885TGG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 01/19/2007 16:42:08
Created By: Sal Talarico
Updated Dt: 01/19/2007 16:42:08
Updated By: Sal Talarico
Description: Customer called to advise she sent e-mail and dealer had not called. Is willing to work with us and grateful for the contact. Cell number [REDACTED]

Activity Info

Activity #: 1-899J0G **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 01/25/2007 11:16:25
Created By: Sal Talarico
Updated Dt: 01/25/2007 11:16:58
Updated By: Sal Talarico
Description: E-mail to AMM requesting dealer interaction

Note Create Dt.	Note Created By	Note Type	Note
01/25/2007 11:16:50	Sal Talarico	Field Interaction	<p>From: Talarico Sal, V4-US-A-52 Sent: Thursday, January 25, 2007 11:16 AM To: Bruni Claude, V4-US-V-3-M Subject: 1/25/07 [REDACTED] MINI Cooper VIN#[REDACTED] Importance: High Claude, Shall I contact someone at Crevier or will you? Customer expecting response from them as promised. Please advise or call to discuss. Thanks, Sal -----</p> <p>-- From: Talarico Sal, V4-US-A-52 Sent: Friday, January 19, 2007 4:13 PM To: Bruni Claude, V4-US-V-3-M Subject: 1/19/07 FW: Customer response Letter Re:MINI Cooper VIN#TJ53107 Claude, Customer stated no follow up from Crevier (see below) Sal -----</p> <p>----- From: [REDACTED] Sent: Friday, January 19, 2007 3:31 PM To: Talarico Sal, V4-US-A-52 Subject: RE: Letter Re:MINI Cooper VIN#[REDACTED] Hello Sal, Thank you for the email and voice mail. Unfortunately no one from Crevier BMW has attempted to contact me regarding my concerns, since the single email response I received from Mr [REDACTED]. Thank you, [REDACTED]</p>

Activity Info

Activity #: 1-8AFAAT **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 01/29/2007 09:12:39
Created By: Sal Talarico
Updated Dt: 01/29/2007 09:13:23
Updated By: Sal Talarico
Description: Cc of e-mail string from AMM to Dealer

Note Create Dt.	Note Created By	Note Type	Note
			<p>From: Bruni Claude, V4-US-V-3-M Sent: Friday, January 26, 2007 10:35 PM To: Ben Alexander Cc: pmaldonado@crevierbmw.com; Talarico Sal, V4-US-A-52; al.parajekas@creviermini.com; Jimh@crevierbmw.com Subject: RE: Dissatisfaction with this vehicle and your dealership Importance: High Ben, Have you read the letter?? Yes she has had the car serviced at Irvine but she has issues</p>

01/29/2007 09:13:13 Sal Talarico Field Interaction

with Crevier that can be addressed individually. example... Wiper blades- Natural rubber that get hardened by the sun (not number of rain uses) Explain battery campaign... Clear up service related mis-understandings Please let me know when you touch base with her. Thank you, Claude Bruni Area Manager- MINI MINI division of BMW of North America, LLC Voice Mail: (800) 626 2478 x6231 Mobile: (818) 307 3039 ----- From: Ben Alexander [mailto:balexander@crevierbmw.com] Sent: Friday, January 26, 2007 4:31 PM To: Bruni Claude, V4-US-V-3-M Subject: RE: Dissatisfaction with this vehicle and your dealership Claude, Here numbers are all disconnected.... I sent an Email and am awaiting her response. Her issues with the car stem from visits at Irvine, I don't know what I can do for her. Even though she states she loves them she has only been in one other time with us for maintenance. Have read the letter? Ben ----- From: Claude.Bruni@miniusa.com [mailto:Claude.Bruni@miniusa.com] Sent: Thursday, January 25, 2007 8:50 PM To: Ben Alexander Cc: Peter Maldonado Subject: RE: Dissatisfaction with this vehicle and your dealership Hi Ben, Has this customer been contacted? Please advise ASAP! Thank you, Claude Bruni Area Manager- MINI MINI division of BMW of North America, LLC Voice Mail: (800) 626 2478 x6231 Mobile: (818) 307 3039 ----- From: Peter Maldonado [mailto:pmaldonado@crevierbmw.com] Sent: Monday, January 08, 2007 12:46 PM To: Ben Alexander Cc: Bruni Claude, V4-US-V-3-M Subject: FW: Dissatisfaction with this vehicle and your dealership Importance: High Hello Ben, I am not sure if you have received a copy of this as well...if not, here it is. I just sent her back an e-mail stating that we would be in contact. Would you like to call her first or shall I??? Peter ----- From: [REDACTED] [REDACTED] Sent: Monday, January 08, 2007 12:02 PM To: Peter Maldonado Cc: Christian Banks Subject: Dissatisfaction with this vehicle and your dealership Importance: High Mr. [REDACTED], I'm writing because of the extreme dissatisfaction I am experiencing with the Mini Cooper I purchased from Christian Banks at Crevier Mini in late 2004, not only have I had several issues with this vehicle but the service I have received and lack of concern from your technicians is completely unacceptable. Although my problems began shortly after having purchased the vehicle, what took place in the last three months have really taken me over the edge. Particularly last week when I almost got into a car accident exiting the freeway because my steering wheel would not turn either way; if I had been going any faster I would have driven straight into a light pole. Every turn thereafter leading up to my home was a struggle. Upon arriving home I immediately called Crevier Mini in an attempt to speak to a technician and find out what could possibly be happening to my car and what I should do about it. On the other end of the line I was greeted by someone named "Yasmeen" who was completely rude, unhelpful and lacked a huge sensitivity, when I shared my problem with her she went on to tell me it would be too hard to get a technician on the line and all she could do was leave a message for someone --but could not guarantee that I would receive a phone call (which I never did), she added that if "I wanted" I could make an appointment to bring my car into the dealership. That I already knew, what I didn't know is if my vehicle was safe to be put on the road. I also knew that there had to be someone who could tell me what I should do, so I went on to call Irvine BMW (where I had the vehicle serviced several times), a friendly receptionist answered the phone and told me I should not drive the car, instead I should call the roadside assistance and get it tolled to the dealership where the vehicle was purchased, and find out what kind of policy they have for loaners. The next morning at the dealership while speaking with the assigned service rep "Aldo" I expressed my concern with the safety of the vehicle, I told Aldo I did not feel safe driving this car because of all these problems I have had with it. I also let him know how disappointed I was with this purchase, not only from a financial standpoint but also for safety issues. I let him know I felt I spent a lot more time making trips to the dealership than I felt I should; specially considering this is practically a new car and I take very good care of it. Since my warranty is close to expiration I asked him for a through inspection and he said although the car was not due for an inspection (according to the key reading) he would have the technicians perform one anyway. In the afternoon I receive a call from Aldo who tells me there is another recall on the battery (second time in the last year), my brakes are getting done again (second time in less than three months), and power steering pump is broken and will be replaced. I realize I am not a mechanic, but it seems odd to me that the power steering pump would brake on a two year old car; so once again I expressed my concern with this and Aldo tells me it is a normal occurrence for power steering pumps to brake on BMW's and Mini Coopers every two to three years. This is astounding to me because when I made the decision to purchase a new vehicle I wasn't expecting to pour money into it every two years, my last vehicle (Toyota Celica) that cost a lot less than the Mini was driven for 11 years, it had 180.000 miles when I sold it and all I ever had to do was the usual oil change, brake job and service every 50.000 miles. That's what I expect when I purchase a new vehicle, furthermore there is something called a disclaimer law; shouldn't someone have told me that the power steering pump would brake every two years? Shouldn't someone have told me I would be wasting my time and money and making constant trips to the dealership for a brand new vehicle? Less than two hours later I received a call from Aldo letting me know my car was ready, he said he had an inspection performed on my vehicle and there was nothing else wrong with it. When I picked up the vehicle later that afternoon, Aldo was gone but I spoke with another service rep who was standing at the cashier desk, that confirmed the power steering on BMW's and Mini's brake every three years but he thought it was odd that mine broke within two years, but not to worry because the part was replaced and there is a two year warranty on this. NOT TO WORRY? I was extremely close to getting into an accident, hurting myself and possibly other innocent people because apparently this is normal on a Mini Cooper and the dealership did me a huge favor by replacing the

part. I also asked him if he could tell whether there was an inspection done (as Aldo promised) and he went on to say "yeah every vehicle gets a final inspection." Is this the same inspection that missed the chrome plastic that is peeling off the glove compartment latch? Is this the same final inspection the vehicle was given less than three months ago when I took it in for an oil change and brake job and when I picked up my car before even driving off the lot realized my brakes were never done? Was that the same inspection that completely missed a service that I specifically took my vehicle in for? If so, this inspection is worthless. Lets backtrack a little because that day was another joke altogether, Aldo wouldn't even see me when I realized my brakes weren't done at the time when I picked up the vehicle, I was passed over to Chris, who was actually very apologetic and helpful; the only person I have dealt with at your dealership who had a clue as to what customer service is. It's extremely disappointing to me that I am talked to like an idiot because I am a female don't understand the mechanics of a vehicle, one thing is certain -I don't need to be a mechanic to know that every time I drive this vehicle I feel unsafe and nervous that I will be stranded somewhere because something might "routinely" brake, I also don't need to be a mechanic to know there is constant repair needed on the vehicle every few months. Other problems I have had with the vehicle: The windows rattle when rolled up and down, this started happening shortly after the purchase when the vehicle had only 13,000 miles, the technician of course told me he took apart the window and there was nothing wrong with it, and it is not uncommon this would happen on new cars because it's still "breaking in." Interestingly I have owned other new cars and this has not been common, needless to say this is still happening with the window and it has never been fixed, is it still "breaking in?" Is this acceptable by BMW standards? Within six months of vehicle purchase my battery died twice, I thought I had left the headlights on overnight, however another few months went by and I literally had to get my car jump started during an entire weekend and had the battery replaced on the following week, two months later I receive a letter from BMW stating the battery was recalled, last week Aldo replaced my battery once again stating there was another recall. Two recalls on batteries in two years on a new car. Is this acceptable by BMW standards? The leather steering wheel which I paid extra for (sports package) started peeling within a few months of the vehicle purchase, the car only had 23,000 miles at the time and what is worse it began peeling in areas which my hands do not even touch the wheel while driving; the service rep of course had the nerve to look me in the face and call it "wear and tear." Honestly "wear and tear" is a ridiculous excuse for a car that had been on the road for a few months. Is this acceptable by BMW standards? There is an entire portion of the stereo lights that do not come on/light up when the vehicle is first turned on, when the engine is cold. It has been this way since day one and apparently the technician seems to think there isn't anything wrong with that either. Is this acceptable by BMW standards? Both the plastic chrome plate on the stick shift as well as the glove compartment latch has peeled the glove compartment latch plastic started peeling a few months ago, but the stick shift plate had to be replaced within 8 months of the vehicle purchase. Is this acceptable by BMW standards? After a few times of rain exposure both the windshield wiper blades (front and back) were completely bare and had to be replaced, once again they are bare and need replacement, I guess the final inspection missed that last week; not surprising. I live in California; rainy days are few and far between. Is this acceptable by BMW standards? When I purchased the vehicle the tire pressure indicator light came on a monthly basis, and on a monthly basis I had to fill the tires. When I took it to the dealership; once again I was told vehicles loose a certain amount of air every time they are driven. However the technician said he took apart the tires to see if there was manufacture problem and he came up with nothing. Interestingly since I have replaced all four tires (over 8 months ago) the problem with having to fill my tires on a monthly basis stopped. Is this acceptable by BMW standards? If you feel this is acceptable, please send me an explanation outlining why; so that I can share with the countless number of people that come up to me everywhere and asks me if I'm happy with my car. As a consumer, had I known how incredibly unreliable this vehicle turned out to be, and how incredibly dismissive and unprofessional the BMW dealerships have been, I never would have purchased this car; and I feel compelled to share with others in an attempt to saving them from the extreme disappointment I feel on many levels. So my question to you is, since my warranty is about to expire I would like to know what else routinely brakes on Mini Coopers so I can prepare myself financially for unforeseen costs I was not expecting to have with this new vehicle? Every few months I get some knickknacks in the mail from Mini Cooper which is supposed to remind me how "fun" this vehicle is; truth be told the fun about owning my Mini Cooper ended shortly after I drove it off the lot. Two years ago, not only did I make the decision to purchase a new vehicle for peace of mind but also because I don't have the free time to waste on regular trips to the dealership or writing letters of dissatisfaction. To me this is UNACCEPTABLE. A hard copy of this complaint is being sent to yourself, BMW North America and The Better Business Bureau. Regards, [REDACTED]

[REDACTED] Account Manager

[REDACTED] Sante Fe Springs CA | [REDACTED]

----- AMSTERDAM * ATLANTA * LAS VEGAS LOS ANGELES * ORLANDO * PHILADELPHIA SAN FRANCISCO * SHANGHAI -----

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Activity Info

Activity #: 1-8ASFT8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 01/30/2007 14:44:40
Created By: Sal Talarico
Updated Dt: 01/30/2007 14:45:27
Updated By: Sal Talarico
Description: E-mail follow up to Ben at Crevier. Assigned SR to dealer

Note Create Dt.	Note Created By	Note Type	Note
01/30/2007 14:45:16	Sal Talarico	Dealer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Tuesday, January 30, 2007 2:44 PM To: 'Ben Alexander' Cc: 'pmaldonado@crevierbmw.com'; [REDACTED]; Bruni Claude, V4-US-V-3-M Subject: RE: Dissatisfaction with this vehicle and your dealership Hi Ben, Hope all is well... Please confirm to me by e-mail the results of your contact with Ms [REDACTED]. We have an open file concerning her complaints. We hope you can work this out with customer soon. Please contact me if I can be of any assistance. I have also assigned this case to your dealership in DCS. Regards, Sal

Activity Info

Activity #: 1-8AVPIY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 01/31/2007 08:38:56
Created By: Sal Talarico
Updated Dt: 01/31/2007 08:43:15
Updated By: Sal Talarico
Description: Dealer e-mail response

Note Create Dt.	Note Created By	Note Type	Note
01/31/2007 08:39:20	Sal Talarico	Dealer Interaction	From: Ben Alexander [mailto:balexander@crevierbmw.com] Sent: Tuesday, January 30, 2007 6:44 PM To: Talarico Sal, V4-US-A-52 Subject: RE: Dissatisfaction with this vehicle and your dealership Sal, Both of her phone numbers in our system have been disconnected so I sent her an Email, as of this date she has not responded. Ben

Activity Info

Activity #: 1-8AVPJ3 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 01/31/2007 08:43:15
Created By: Sal Talarico
Updated Dt: 01/31/2007 08:43:54
Updated By: Sal Talarico
Description: Forwarded cust contact info to Ben at Crevier

Note Create Dt.	Note Created By	Note Type	Note
01/31/2007 08:43:47	Sal Talarico	Dealer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, January 31, 2007 8:43 AM To: 'Ben Alexander' Cc: Bruni Claude, V4-US-V-3-M Subject: RE: Dissatisfaction with this vehicle and your dealership Ben, Here is the contact information from her letter. I have been able to reach her at the work number. [REDACTED] Work-562-941-0101 I hope this helps. Please

advise of the outcome. Thanks, Sal

Activity Info

Activity #: 1-8BR95M **Email Body:**
Status: Done
Type: General
Assigned To: DCS NET
Created Dt: 02/02/2007 11:09:33
Created By: DCS NET
Updated Dt: 02/08/2007 08:51:05
Updated By: Sal Talarico
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
02/02/2007 11:09:33	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 04552 on Fri Feb 02 11:09:43 EST 2007

Activity Info

Activity #: 1-8CYOGB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/08/2007 08:56:54
Created By: Sal Talarico
Updated Dt: 02/08/2007 08:57:23
Updated By: Sal Talarico
Description: Follow up e-mail to Ben Alexander

Note Create Dt.	Note Created By	Note Type	Note
02/08/2007 08:57:16	Sal Talarico	Dealer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Thursday, February 08, 2007 8:56 AM To: 'Ben Alexander' Cc: Bruni Claude, V4-US-V-3-M Subject: RE: Dissatisfaction with this vehicle and your dealership Importance: High Hi Ben, Hope all is well. Were you able to speak with Ms [REDACTED]? Please advise me of outcome by Friday if possible. I will be in Pheonix all next week. Thanks, Sal

Activity Info

Activity #: 1-8D2BEN **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/09/2007 08:40:39
Created By: Sal Talarico
Updated Dt: 02/09/2007 08:41:22
Updated By: Sal Talarico
Description: Dealer response

Note Create Dt.	Note Created By	Note Type	Note
02/09/2007 08:41:09	Sal Talarico	Dealer Interaction	From: Ben Alexander [mailto:balexander@crevierbmw.com] Sent: Thursday, February 08, 2007 7:20 PM To: Talarico Sal, V4-US-A-52 Cc: Bruni Claude, V4-US-V-3-M Subject: FW: Dissatisfaction with this vehicle and your dealership Sal, I called again and left a voicemail at her work. As soon as she returns my call we will straighten this all out! Ben

Activity Info

Activity #: 1-8EVZ10 **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/16/2007 15:01:03
Created By: Sal Talarico
Updated Dt: 02/16/2007 15:01:03
Updated By: Sal Talarico
Description: Met with Ben while in Scottsdale.
 He will call customer as soon as
 he returns on 2/16/07

Activity Info

Activity #: 1-8FW12N **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/21/2007 12:00:18
Created By: Sal Talarico
Updated Dt: 02/21/2007 12:00:18
Updated By: Sal Talarico
Description: Follow up call to Ben. Left
 VMessage asking if contacted
 cust and requested callback gave
 direct tel#

Activity Info

Activity #: 1-8G4MCO **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/22/2007 09:49:20
Created By: Sal Talarico
Updated Dt: 02/22/2007 09:49:20
Updated By: Sal Talarico
Description: Case Note update. Ben called and
 requested customer contact info
 again because he mis-placed it. I
 advised AMM that the dealer
 hasnot contacted cust.

Activity Info

Activity #: 1-8G4MCQ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/22/2007 09:55:30
Created By: Sal Talarico
Updated Dt: 02/22/2007 09:56:08
Updated By: Sal Talarico
Description: Forwarded cust contact info to
 Ben via e-mail

Note Create Dt.	Note Created By	Note Type	Note
			From: Talarico Sal, V4-US-A-52 Sent: Thursday, February 22, 2007 9:49 AM To: 'Ben Alexander' Subject: [REDACTED] - contact information Importance: High Hi Ben, I am forwarding customer contact info as requested. (below) We closed early yesterday due to a power outage and Claude may have sent this for me but I wanted to respond as well. Please advise me of the outcome.

02/22/2007 09:55:56	Sal Talarico	Dealer Interaction	Thanks, Sal ----- From: Talarico Sal, V4-US-A-52 Sent: Wednesday, January 31, 2007 8:43 AM To: 'Ben Alexander' Cc: Bruni Claude, V4-US-V-3-M Subject: RE: Dissatisfaction with this vehicle and your dealership Ben, Here is the contact information from her letter. I have been able to reach her at the work number. Home: [REDACTED] I hope this helps. Please advise of the outcome. Thanks, Sal
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Activity Info

Activity #: 1-8HSG2Z **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/28/2007 09:15:47
Created By: Sal Talarico
Updated Dt: 02/28/2007 09:16:18
Updated By: Sal Talarico
Description: Follow up with dealer

Note Create Dt.	Note Created By	Note Type	Note
02/28/2007 09:16:08	Sal Talarico	Dealer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, February 28, 2007 9:15 AM To: 'Ben Alexander' Cc: Bruni Claude, V4-US-V-3-M Subject: [REDACTED] follow up Importance: High Hi Ben, Hope all is well. I need to folow up with Ms [REDACTED] and wanted to find out how your conversation went befor I call her. Please advise. Thanks, Sal

Activity Info

Activity #: 1-8HWD6Q **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 02/28/2007 13:47:48
Created By: Sal Talarico
Updated Dt: 02/28/2007 13:49:42
Updated By: Sal Talarico
Description: Dealer response

Note Create Dt.	Note Created By	Note Type	Note
02/28/2007 13:48:28	Sal Talarico	Dealer Interaction	From: Ben Alexander [mailto:balexander@crevierbmw.com] Sent: Wednesday, February 28, 2007 1:42 PM To: Talarico Sal, V4-US-A-52 Cc: Bruni Claude, V4-US-V-3-M Subject: RE: [REDACTED] follow up Sal, I just called her again after waiting another couple of days for her return phone call. She answered this time, apologized for not calling us back and we had a good conversation. I spoke with her in depth about her concerns/issues with the car and our service, as well as assuring her if she has any longstanding issues with the car we will be here to support her now that her warranty has expired. All is well and you should not here back from her, I believe she is happy now... Thanks, Ben



Service Request Detail #:200525200503

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Fort Lauderdale, FL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 27000
Last Sale Date: 06/16/2003 00:00:00
In Service Date: 06/16/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200525200503
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 09/09/2005 11:08:47
Created By: Todd Kessler
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Lauderdale MINI 75784
Date Closed: 09/20/2005 14:41:45

Code Description:

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

Issue Note:

Issue

Customer stts tech at center told customer to contact CR for MINI master tech to look at vehicle.

Solution Note:

Date	Created By	Solution
09/20/2005 14:41:28	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-51EE39 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Todd Kessler
Created Dt: 09/09/2005 11:09:18
Created By: Todd Kessler
Updated Dt: 09/09/2005 11:17:20
Updated By: Todd Kessler
Description: Customer stts tech at center told customer to contact CR for MINI master tech to look at vehicle.

Note Create Dt.	Note Created By	Note Type	Note
09/09/2005 11:09:26	Todd Kessler	Customer Interaction	Customer stts that he was traveling down the road in the lefty lane and made a u-turn. Ccustomer stts when he pressed the gas peddel the steering locked up. Customer stts he jurked the wheel and crossed over a median. Customer stts after crossing over a median the vehicle was pulling left customer stts he had to turn the wheel all the way to the right for the vehicle to go strait. Customer stts that his rack and pin was replaced previous. [REDACTED]

Activity Info

Activity #: 1-51EE3D **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Todd Kessler
Created Dt: 09/09/2005 11:16:49
Created By: Todd Kessler
Updated Dt: 09/09/2005 11:16:49
Updated By: Todd Kessler
Description: Left message to Todd H. SM.

Activity Info

Activity #: 1-5372NB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 09/20/2005 10:15:24
Created By: Darlene Hawley
Updated Dt: 09/20/2005 10:17:57
Updated By: Darlene Hawley
Description: cci. stts dlr not able to set up
 appt w rep ?

Note Create Dt.	Note Created By	Note Type	Note
09/20/2005 10:15:48	Darlene Hawley	Customer Interaction	fwd to Todd

Activity Info

Activity #: 1-536R2J **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Todd Kessler
Created Dt: 09/20/2005 10:24:37
Created By: Todd Kessler
Updated Dt: 09/20/2005 11:05:10
Updated By: Todd Kessler
Description: Matt Bittman shop forman call in
 to advise that they don't want
 the liability of this vehicle and
 need an FSE to come look at
 vehicle.

Note Create Dt.	Note Created By	Note Type	Note
09/20/2005 10:25:46	Todd Kessler	Dealer Interaction	Matt is saying the cusotmer feels that this is a malfunction of the vehicle. Center does not want to repair the vehicle with out a 3rd party involved. Matt stts that the customer told them they were traveling 2 miles an hour and the vehicle crossed over the median on US highway the median is about 8-10 inches high.

Activity Info

Activity #: 1-537MX7 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Todd Kessler
Created Dt: 09/20/2005 12:02:55
Created By: Todd Kessler
Updated Dt: 09/20/2005 12:02:55
Updated By: Todd Kessler
Description: sent email to AMM/FSE.



Service Request Detail #:201325900721

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Phoenix, AZ [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 130000
Last Sale Date: 10/24/2002 00:00:00
In Service Date: 10/24/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201325900721
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 09/16/2013 13:39:21
Created By: Rachel Clevenger
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer: MINI North Scottsdale
Date Closed: 09/24/2013 13:10:30

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal event - Power Steering/Alternator

Solution Note:

Date	Created By	Solution
09/24/2013 13:09:54	Betsy Hohmann	MINI USA / BMW NA goodwill alternator repair. A signed release is on file.

Activity Info

Activity #: 1-1EE04NR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Rachel Clevenger
Created Dt: 09/16/2013 13:41:44
Created By: Rachel Clevenger
Updated Dt: 09/16/2013 13:51:24
Updated By: Rachel Clevenger
Description: Thermal event - Power Steering/Alternator - GW Request

Note Create Dt.	Note Created By	Note Type	Note
09/16/2013 13:46:30	Rachel Clevenger	Customer Interaction	cust stated he experienced thermal event from power steering in veh. cust stated he was not injured. cust stated veh was in parking lot at his sons elementary. cust stated veh was towed to dlr. cust stated veh is still at dlr. cust stated he hasnt been advised of cause of thermal event. cust stated alternator also needs to be repalced and he was advised by SA repairs are cust pay. cust stated he is requesting MINI to cover repairs. wtr informed no guarantee for assistance, wtr informed request will be reviewed and another rep will follow up in 1-3 business days. csut stated he purchased from 3rd party 8 months ago.

Activity Info

Activity #: 1-1EE04RD **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Rachel Clevenger
Created Dt: 09/16/2013 13:58:08
Created By: Rachel Clevenger
Updated Dt: 09/16/2013 13:58:37
Updated By: Rachel Clevenger
Description: wtr emailed Mary Jane

Note Create Dt.	Note Created By	Note Type	Note
09/16/2013 13:58:26	Rachel Clevenger	Corporate Interaction	<p>From: [REDACTED], SF2-US-S-6 Sent: Monday, September 16, 2013 1:58 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR: [REDACTED] - VIN: [REDACTED]</p> <p>[REDACTED] contacted Customer Relations stating his vehicle was towed to MINI North Scottsdale due to a thermal event from the power steering. He stated he was not injured. Mr. [REDACTED] stated he is requesting assistance with the repairs. His phone number is (480) 452-2275. Kind regards, Rachel Clevenger -----</p> <p>BMW of North America, LLC Rachel Clevenger Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 789 7325 Fax: 614 789 1992 E-mail: rachel.clevenger@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately. -----</p>

Activity Info

Activity #: 1-1EF8LTS **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 09/17/2013 09:20:58
Created By: Mary Jane Trainor
Updated Dt: 09/17/2013 09:20:58
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1EG7G71 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/17/2013 15:12:02
Created By: Betsy Hohmann
Updated Dt: 09/17/2013 15:15:47
Updated By: Betsy Hohmann
Description: LM for Service Manager.

Activity Info

Activity #: 1-1EGJCJD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 10:53:14
Created By: Betsy Hohmann

Updated Dt: 09/18/2013 10:53:14
Updated By: Betsy Hohmann
Description: RVM from AJ, please call 480-538-6451.

Activity Info

Activity #: 1-1EGJCZ0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 10:53:40
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 10:53:40
Updated By: Betsy Hohmann
Description: LM VM for AJ re: nedds photos, please call.

Activity Info

Activity #: 1-1EH6GOF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 13:18:32
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 13:43:27
Updated By: Betsy Hohmann
Description: Spoke to AJ, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/18/2013 13:43:06	Betsy Hohmann	Dealer Interaction	Spoke to AJ Service Manger, he states the customer reported a fire while he was waiting at his son's school. AJ states they repaired the vehicle under the vehicle under extended component coverage, and their AAM Vincent Kung OK'd GW for the hoses compromised by thermal activity. AJ said the P/S pump was not coming on after the repair due to needing an alternator, AAM said no. AJ offered the repair with no labor and the part at cost. C/S no he wants it 100%. AJ will send photos to be reviewed.

Activity Info

Activity #: 1-1EHBVY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 13:58:57
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 14:32:46
Updated By: Betsy Hohmann
Description: Spoke to Steve, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/18/2013 14:32:39	Betsy Hohmann	Customer Interaction	Spoke to Steve, C/S on 9/11 he was picking kids up from school. C/S he parked the car, opened windows, turned it off and took the keys out of the ignition. C/S he was 20 minutes early. C/S he heard a slight ticking type of noise from the engine. C/S 5 minutes later he smelled an electric type smell. C/S 1 minute later white smoke came from hood. C/S he got out, disconnected the battery and opened the hood. C/S the smoke was coming from behind the engine near the fire wall. C/S he poured a 16 ounce bottle of water back there and the smoking stopped. C/S he was not injured. C/S one of the technicians told him the vehicle was started and driven into the shop and it caught fire in the bay. C/S he does not want to identify the technician. C/S he's been thru a lot and just

wants his vehicle repaired. C/S he acknowledged AJ's support of therepair at cost but he wants it for free. I explained we are waiting for AJ to send photos to evaluate, and then I will follow-up with him. C/S he appreciates the follow-up.

Activity Info

Activity #: 1-1EHBK8D **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 14:46:44
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 14:50:25
Updated By: Betsy Hohmann
Description: AJ, photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
09/18/2013 14:47:12	Betsy Hohmann	Dealer Interaction	From: Byrne,Andrew [mailto:abyrne@penskeautomotive.com] Sent: Wednesday, September 18, 2013 2:31 PM To: Hohmann Betsy, B2-US-A-50 Subject: 2003 MINI [REDACTED], attached is a photo of the alternator, and the power steering pump, let me know if you have any further questions, thanks. AJ Byrne Service Manager MINI North Scottsdale 480-538-6451 abyrne@penskeautomotive.com

Activity Info

Activity #: 1-1EHBKB9 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 15:03:19
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 15:08:40
Updated By: Betsy Hohmann
Description: Mark, dealer photos, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/18/2013 15:03:42	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Wednesday, September 18, 2013 3:03 PM To: Yeldham Mark, EG-8-US-4 Subject: CR [REDACTED] Thermal Event - Dealer photos Mark, Please evaluate the dealer supplied photos related to the customer complaint of p/steering pump thermal event. The dealer has already repaired the p/steering concern but the vehicle needs an alternator. The customer is requesting assistance claiming the alternator failed due to the thermal activity. See Properties. Kind regards, Betsy --- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-1EHGNXZ **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/18/2013 16:49:57
Created By: Betsy Hohmann
Updated Dt: 09/18/2013 16:52:34
Updated By: Betsy Hohmann
Description: Mark, give alternator, see notes.

Note Create Dt.	Note Created By	Note Type	Note
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09/18/2013 16:50:18	Betsy Hohmann	Product Analysis Interaction	From: Yeldham Mark, EG-8-US-4 Sent: Wednesday, September 18, 2013 4:49 PM To: Hohmann Betsy, B2-US-A-50 Subject: RE: CR [REDACTED] Thermal Event - Dealer photos I doubt it but let's get him an alternator for his 130,000 mile MINI 'cause we're very nice people. ----- BMW Group Mark Yeldham Special Product Investigation Manager
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Activity Info

Activity #: 1-1EIFJSV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/19/2013 15:18:16
Created By: Betsy Hohmann
Updated Dt: 09/19/2013 15:18:16
Updated By: Betsy Hohmann
Description: Spoke to Steve, offered GW for alternator replacement, will send release. C/S thats great.

Activity Info

Activity #: 1-1EIFJSZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/19/2013 15:30:33
Created By: Betsy Hohmann
Updated Dt: 09/19/2013 15:34:06
Updated By: Betsy Hohmann
Description: Steve, GW offer, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
09/19/2013 15:30:53	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Thursday, September 19, 2013 3:30 PM To: [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] - Goodwill offer Steve, As we discussed, please review, sign, and send the release back to me as soon as you can. Upon receipt, I will forward the repair authorization to MINI of North Scottsdale. Also, please have the original release notarized and mailed back to me at your earliest convenience. To the address stated below. Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-1EIQPP7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/20/2013 08:56:53
Created By: Betsy Hohmann
Updated Dt: 09/20/2013 09:03:28
Updated By: Betsy Hohmann
Description: Steve, signed release, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
09/20/2013 08:57:17	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Thursday, September 19, 2013 5:04 PM To: Hohmann Betsy, B2-US-A-50 Subject: release Thanks for your help with this matter when i return from my trip i will notarize and mail to you cheers [REDACTED]

Activity Info

Activity #: 1-1EIQPPD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/20/2013 09:13:55
Created By: Betsy Hohmann
Updated Dt: 09/20/2013 09:17:39
Updated By: Betsy Hohmann
Description: AJ, repair auth, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/20/2013 09:14:18	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Friday, September 20, 2013 9:14 AM To: 'abyrne@penskeautomotive.com' Subject: VIN# [REDACTED]; 2003 MINI Cooper S Steven Cederstrom SPI Repair Authorization AJ, MINI USA / BMW of North America, LLC ("BMW NA") is providing goodwill assistance to the above referenced customer by covering the expense related to the alternator replacement. Please proceed with the repair at this time. Goodwill Repair - Claim Reimbursement After the repair is completed, invoice your repair order (labor, parts, sublet) as you would a Field Authorization repair. Claim entry defect code information will be provided in the goodwill authorization "Comments" field. Scan and e-mail legible copies of the completed repair order (Accounting copy, including diagnostic printouts) to May-Jane.Trainor@bmwnacr.com together with the cover sheet attached to this email. Upon repair order receipt, review and goodwill repair approval, BMW NA will provide a goodwill authorization number that will include the repair participation dollar amounts and additional instructions, as necessary. This goodwill authorization is provided in DCSnet as described below. Please submit the claim exactly as outlined. Alternate Transportation When providing alternate transportation for repairs that take three days or less to complete, utilize a BMW Aftersales Mobility Program (AMP) vehicle, if one is available. Third-party rental car providers are only to be used when all AMP vehicles are in use. However, providing an AMP vehicle for a repair of more than three days in duration is not recommended. If the use of an alternate vehicle will exceed three days, please supply an alternate vehicle through one of our preferred third-party rental car providers (Hertz or Enterprise). Include this expense as a separate line item on the repair order. Goodwill Repair - Authorization Number The goodwill repair Authorization Number, including the Participation and Comments (repair details), is provided through the Authorization Confirmation Report in DCSnet. This report is accessed either from the "To Do List" or from the path: Service>Reports>Claim Reports>Select a Report (drop down) - Authorization Confirmation. Important: The goodwill repair authorization number must be entered, prior to claim submission to BMW NA, in the "Authorization Nbr" field. This field is located in the upper left-hand corner of the Repair Order or Claim Line Item Detail screen. Please contact me directly if you have any questions. Kind regards, Betsy _____ BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-1EIQPRP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/20/2013 09:17:39
Created By: Betsy Hohmann
Updated Dt: 09/20/2013 10:26:06
Updated By: Betsy Hohmann
Description: Steve, forwarded repair auth, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/20/2013 09:18:02	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Friday, September 20, 2013 9:17 AM To: [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] - Goodwill offer [REDACTED], I received your signed release and forwarded the repair authorization to MINI of North Scottsdale. Please contact them regarding the status of the repairs. Your patience has been appreciated. Kind regards, Betsy _____ BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-1EL4Q2F **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 09/23/2013 11:58:16
Created By: Betsy Hohmann
Updated Dt: 09/23/2013 12:40:05
Updated By: Betsy Hohmann
Description: Mark, closed, see notes.

Note Create Dt.	Note Created By	Note Type	Note
09/23/2013 11:58:40	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Monday, September 23, 2013 11:58 AM To: Yeldham Mark, EG-8-US-4 Subject: CR [REDACTED] Thermal event - closed Good day, This case was closed without an inspection. See attached closing memo. Kind regards, Betsy ----- ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant Customer Relations and Services



Service Request Detail #:200520601065

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Oak Park, IL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 16000
Last Sale Date: 10/17/2003 00:00:00
In Service Date: 10/17/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200520601065
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 07/25/2005 20:34:11
Created By: Amber Wood
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Bill Jacobs MINI 26792
Date Closed: 07/28/2005 10:29:19

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV06	TECHNICAL ASSISTANCE / INFORMATION	3600	3611	WHEELS

Issue Note:

Issue
 hit curb

Solution Note:

Date	Created By	Solution
07/28/2005 10:29:00	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
07/26/2005 12:19:09	Amber Wood	Apologized for situation and referred customer to roadside and service manager for diagnosis.

Activity Info

Activity #: 1-4SES3H **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Amber Wood
Created Dt: 07/25/2005 20:34:32
Created By: Amber Wood
Updated Dt: 07/25/2005 20:37:55
Updated By: Amber Wood
Description: hit curb

Note Create Dt.	Note Created By	Note Type	Note
07/25/2005 20:34:35	Amber Wood	Customer Interaction	Customer states that his 17 year old daughter was driving the car to track practice and hit the curb. After that the front passenger side wheel wouldn't move. Daughter drove the car home from practice like this and hit a parked car. Customer feels this is a warranty issue because there is a problem with the steering. States he's glad she was close to home when this problem occurred. Writer apologized for situation and advised that he should contact roadside assistance and have car towed to dealer. Customer states that it isn't an emergency and they don't need a tow. Writer asked how would customer get car to dealer? Customer will contact roadside in the morning...writer advised that we will look at the car once it arrives at the dealer.

Activity Info

Activity #: 1-4SGIKZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Amber Wood
Created Dt: 07/26/2005 10:03:02
Created By: Amber Wood
Updated Dt: 07/26/2005 10:15:03
Updated By: Amber Wood
Description: customer called back

Note Create Dt.	Note Created By	Note Type	Note
07/26/2005 10:03:16	Amber Wood	Customer Interaction	Customer called back stating this time that the car incurred the damage at their home. States that the car has been taken by roadside assistance. Writer advised that I would contact the dealer.

Activity Info

Activity #: 1-4SGIL3 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Amber Wood
Created Dt: 07/26/2005 10:15:03
Created By: Amber Wood
Updated Dt: 07/26/2005 10:15:03
Updated By: Amber Wood
Description: left message for service manager

Activity Info

Activity #: 1-4TD252 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Amber Wood
Created Dt: 07/27/2005 12:31:40
Created By: Amber Wood
Updated Dt: 07/27/2005 12:51:07
Updated By: Amber Wood
Description: spoke with customer

Note Create Dt.	Note Created By	Note Type	Note
07/27/2005 12:32:24	Amber Wood	Customer Interaction	customer said that the dealer told him that the FSE looked at the car and told him that the damage was due to an accident and that this was not a warranty issue. The part was not defective. Customer now thinks the FSE doesn't have the credentials to make this determination and wants a higher authority. Writer declined and advised customer that I would again document his complaint. Customer wanted to appeal, writer advised that isn't possible.

Activity Info

Activity #: 1-4TD2II **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Amber Wood
Created Dt: 07/27/2005 12:51:10
Created By: Amber Wood
Updated Dt: 07/27/2005 12:51:59
Updated By: Amber Wood
Description: called dealer and advised of situation

Note Create Dt.	Note Created By	Note Type	Note
07/27/2005 12:51:27	Amber Wood	Dealer Interaction	Dealer advised that FSE looked at it and that this was clearly caused by impact. Not warranty.

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Service Request Detail #:201135401039

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Athens, AL [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage: 112000
Last Sale Date: 07/22/2002 00:00:00
In Service Date: 07/22/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201135401039
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 12/20/2011 16:35:50
Created By: Ata Rammuny
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer: MINI of Nashville 21234
Date Closed: 03/28/2012 15:25:51

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal event

Solution Note:

Date	Created By	Solution
03/28/2012 15:25:22	Betsy Hohmann	Vehicle was repaired with aftermarket parts.

Activity Info

Activity #: 1-Z8LSJG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Ata Rammuny
Created Dt: 12/20/2011 16:36:21
Created By: Ata Rammuny
Updated Dt: 12/20/2011 16:45:02
Updated By: Ata Rammuny
Description: tier esc * 1 Power Steering malfunction - cx states driving home and battery light came on- cx states then saw smoke coming out front of vehicle- cx

Note Create Dt.	Note Created By	Note Type	Note
12/20/2011 16:38:20	Ata Rammuny	Customer Interaction	cx states she pulled over and flames were coming out from underhood- cx states no one was injured- cx states husband replaced power steering pump - cx states husband is very good with vehicles and stated fan failed in pump that overheated -cx states her husband replaced power steering pump- waiting on fuses for pump because fire burned wires- cx states vehicle is at her parents home -cx states she loves her car to death- wtr adv to cx she does open recall- wtr adv would document concern and adv glad no one was hurt wtr adv follow up 1-3 business days

Activity Info

Activity #: 1-Z8LSJK **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Ata Rammuny
Created Dt: 12/20/2011 16:47:57
Created By: Ata Rammuny
Updated Dt: 12/20/2011 16:48:39
Updated By: Ata Rammuny
Description: wtr emailed mj

Note Create Dt.	Note Created By	Note Type	Note
12/20/2011 16:48:30	Ata Rammuny	Corporate Interaction	From: Rammuny Ata, SF2-US-S-5 Sent: Tuesday, December 20, 2011 4:48 PM To: Trainor Mary Jane, V2-US-A-50 Subject: [REDACTED] Hey Mary Jane, Mrs. [REDACTED] stated here vehicle started smoking while driving so she got out opened hood and flames were shooting out. She stated vehicle is at parents and they put flames out. Kind regards, Ata Rammuny Customer Relations and Services Customer Assistance Manager Telephone (614) 789-7458 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-Z9I6J8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/21/2011 16:19:10
Created By: Betsy Hohmann
Updated Dt: 12/21/2011 16:43:14
Updated By: Betsy Hohmann
Description: Spoke to Elizabeth, see notes.

Note Create Dt.	Note Created By	Note Type	Note
12/21/2011 16:42:45	Betsy Hohmann	Customer Interaction	Spoke to [REDACTED] they purchased vehicle in July 2011 with 103,000 miles. [REDACTED] states: sometime between 11/21-26, she was driving home alone from work, 5 PM on Meyers Rd, Athens, AL. the dash light blinked, then battery light came on & off. She turned on to Deer Lane, pulled into parents driveway, when she shut vehicle off, there was lots of smoke from under the hood, and it smelled really. She ran to get her Dad & Brother, her brother opened hood, saw flames and they tried to move vehicle but it was difficult. The fire was put out with fire hose. No 911 call, no injuries. Her husband repaired the vehicle replacing the power steering pump with a refurbished one from 'BBA-REMAN', burnt wires were ordered thru a different supplier. Pump was replaced on 12/4, but vehicle has not been driven. They would like a refund of money they spent on parts. They do not have the old parts. The nearest dealer is in Nashville or Birmingham. She will forward copies of invoices for review.

Activity Info

Activity #: 1-Z9I6JU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/21/2011 16:35:43
Created By: Betsy Hohmann
Updated Dt: 12/21/2011 16:36:15
Updated By: Betsy Hohmann
Description: Elizabeth, forward invoices, see notes.

Note Create Dt.	Note Created By	Note Type	Note

12/21/2011 16:36:08	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, V2-US-A-51 Sent: Wednesday, December 21, 2011 4:36 PM To: [REDACTED] Subject: Your 2002 MINI Cooper [REDACTED], Please forward the copies of your invoices from review.
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Activity Info

Activity #: 1-ZCVMXN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/27/2011 13:37:52
Created By: Betsy Hohmann
Updated Dt: 12/27/2011 13:38:55
Updated By: Betsy Hohmann
Description: Elizabeth, sent fax, see notes.

Note Create Dt.	Note Created By	Note Type	Note
12/27/2011 13:38:10	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Tuesday, December 27, 2011 10:07 AM To: Hohmann Betsy, V2-US-A-51 Subject: Re: Your 2002 MINI Cooper S Ms Betsy, I have faxed over one set of parts that were ordered. My sweet husband threw away the receipt for the replacement power steering pump and they are closed until after the New Year. So I will get the asap after the New Year and fax that to you in order to get the process going. Thank you for all your help! Please feel free to call me with any problems. [REDACTED]

Activity Info

Activity #: 1-ZTOT8F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 01/17/2012 13:05:25
Created By: Betsy Hohmann
Updated Dt: 01/17/2012 13:11:33
Updated By: Betsy Hohmann
Description: Danielle, invoice, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
01/17/2012 13:05:57	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Wednesday, January 04, 2012 4:07 PM To: Hohmann Betsy, V2-US-A-51 Subject: Fwd: Invoice from BBA Remanufacturing re: danielle colins 2002 mini s Betsy, Here is the last of the receipts for what we repaired. We have also found in the last week thst there is a vacuum line leak from the fire. Let me know if you need anything else. Thanks, Danielle -- Sent from my Android phone with K-9 Mail. BBA Remanufacturing Inc wrote: Dear [REDACTED] : Your invoice is attached. Thank you for your business - we appreciate it very much. Sincerely, BBA Remanufacturing 1 (866) 573-2740

Activity Info

Activity #: 1-ZTOT8J **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 01/17/2012 13:11:33
Created By: Betsy Hohmann
Updated Dt: 01/17/2012 13:12:35
Updated By: Betsy Hohmann
Description: Danielle, review invoice, see notes.

Note Create	Note	Note Type	Note
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Dt.	Created By		
01/17/2012 13:12:00	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, V2-US-A-51 Sent: Tuesday, January 17, 2012 1:11 PM To: [REDACTED] Subject: Your 2002 MINI Cooper [REDACTED], Thank you for providing the invoice for review. I will contact you shortly. Regards,

Activity Info

Activity #: 1-1078606 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/06/2012 10:50:52
Created By: Betsy Hohmann
Updated Dt: 02/06/2012 11:21:03
Updated By: Betsy Hohmann
Description: Spoke to Dana, see notes.

Note Create Dt.	Note Created By	Note Type	Note
02/06/2012 10:51:43	Betsy Hohmann	Customer Interaction	Spoke to [REDACTED] they want to have the ad'l cooling fan installed, they are more concerned about that then the refund of the parts. I was not aware of what she was talking about. She said we discussed this during our first call. I reviewed the notes & there is nothing no mention of any ad'l fan repair. She said she thinks there is one fan that cools p/steering pump & radiator & the dealer said they wouldn't do it for free. She said her husband did internet research and some people have had problems after the 1st p/s pump was replaced. She might be using the wrong terminology, it might not be the raditor fan. I am not familiar with what she is taking about, I will get back to her.

Activity Info

Activity #: 1-10A0JQ2 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/09/2012 14:36:33
Created By: Betsy Hohmann
Updated Dt: 02/09/2012 14:36:33
Updated By: Betsy Hohmann
Description: Review w/ Steve, generally do not pay for aftermarket components, should present vehicle to MINI for inspection.

Activity Info

Activity #: 1-10BBPPZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/10/2012 14:53:59
Created By: Betsy Hohmann
Updated Dt: 02/10/2012 14:53:59
Updated By: Betsy Hohmann
Description: RVM on 2/7 from Danielle, please call 256-777-6105.

Activity Info

Activity #: 1-10BBPQ1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann

Created Dt: 02/10/2012 14:54:46
Created By: Betsy Hohmann
Updated Dt: 02/10/2012 14:54:46
Updated By: Betsy Hohmann
Description: LM VM for Danielle.

Activity Info

Activity #: 1-10BGUHX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/10/2012 16:19:26
Created By: Betsy Hohmann
Updated Dt: 02/10/2012 16:20:37
Updated By: Betsy Hohmann
Description: RVM from Danielle, please call 256-777-6105.

Activity Info

Activity #: 1-10BGUI0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/10/2012 16:20:37
Created By: Betsy Hohmann
Updated Dt: 02/10/2012 16:24:39
Updated By: Betsy Hohmann
Description: LM VM for Wayne re:customer to make apt to inspect alleged thermal event from 11/2011, please call.

Activity Info

Activity #: 1-10F11UP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/16/2012 15:45:12
Created By: Betsy Hohmann
Updated Dt: 02/16/2012 15:48:55
Updated By: Betsy Hohmann
Description: Previous activity should have been coded 'Dealer.'

Activity Info

Activity #: 1-10F11UR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/16/2012 15:47:10
Created By: Betsy Hohmann
Updated Dt: 02/16/2012 15:53:46
Updated By: Betsy Hohmann
Description: RVM on 2/13 @ 5:13 PM from Danielle re:spoke to Wayne but

he knew nothing about it, please
call 256-777-6105

Activity Info

Activity #: 1-10F11UU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/16/2012 15:52:02
Created By: Betsy Hohmann
Updated Dt: 02/16/2012 15:52:02
Updated By: Betsy Hohmann
Description: RVM on 2/13 @ 5:20 PM frmo
Wayne re: he apologized, he
spoke to customer before he
herard voice message, please call
615-944-5741.

Activity Info

Activity #: 1-10F11UW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/16/2012 15:53:47
Created By: Betsy Hohmann
Updated Dt: 02/16/2012 15:53:47
Updated By: Betsy Hohmann
Description: Spoke to Danielle, explain Wayne
spoke before he heard
message.She will see if he Dad
can get car there during week.

Activity Info

Activity #: 1-10F5PME **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/16/2012 15:54:42
Created By: Betsy Hohmann
Updated Dt: 02/16/2012 15:54:42
Updated By: Betsy Hohmann
Description: LM VM for Wayne re: Danielle will
try to have Dad bring vehicle in
during the week.

Activity Info

Activity #: 1-10LCPSY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/27/2012 14:44:54
Created By: Betsy Hohmann
Updated Dt: 02/27/2012 14:44:54
Updated By: Betsy Hohmann
Description: RVM on 2/24 from Wayne re:
vehicle came in, not evidence of
thrmal event, vehicle has

aftermarket parts, wires exposed
and shoddy workmanship.

Activity Info

Activity #: 1-10LCPT0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 02/27/2012 14:48:17
Created By: Betsy Hohmann
Updated Dt: 02/27/2012 15:15:56
Updated By: Betsy Hohmann
Description: Spoke to Wayne, see notes.

Note Create Dt.	Note Created By	Note Type	Note
02/27/2012 15:09:47	Betsy Hohmann	Dealer Interaction	Spoke to Wayne, parents bought vehicle in. No evidence of a thermal event. Vehicle was aftermarket components and shoddy workmanship. Saome wires are not routed properly and a rubbing up against a sharp peice of sheet metal. Wayne showed photos of wires to Father, he said he was aware of them. Wayne advised the Father that condition is dangerous and if they do not repair it properly it could cause more serious issues (wires chaffing and possible sparks and/or fire.) The Father said he was awrae of the issue with the wires. Wayne will send photo's and I will review with [REDACTED] and get back to him.

Activity Info

Activity #: 1-10SIAHW **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/07/2012 13:41:36
Created By: Betsy Hohmann
Updated Dt: 03/07/2012 13:45:10
Updated By: Betsy Hohmann
Description: Wayne, photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/07/2012 13:43:25	Betsy Hohmann	Dealer Interaction	From: Jaco, Wayne [mailto:Wayne.Jaco@bmwofnashville.com] Sent: Monday, February 27, 2012 2:46 PM To: Hohmann Betsy, V2-US-A-51 Subject: Emailing: 2[REDACTED]004.jpg The message is ready to be sent with the following file or link attachments: 2TD52890 004.jpg Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Activity Info

Activity #: 1-10SM2GT **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/07/2012 13:43:45
Created By: Betsy Hohmann
Updated Dt: 03/07/2012 13:45:00
Updated By: Betsy Hohmann
Description: Wayne, photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
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03/07/2012 13:43:56	Betsy Hohmann	Dealer Interaction	-----Original Message----- From: Jaco, Wayne [mailto:Wayne.Jaco@bmwofnashville.com] Sent: Monday, February 27, 2012 2:48 PM To: Hohmann Betsy, V2-US-A-51 Subject: Emailing: [REDACTED] 003.jpg The message is ready to be sent with the following file or link attachments: [REDACTED] 003.jpg Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.
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Activity Info

Activity #: 1-10SM2GW **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/07/2012 13:43:59
Created By: Betsy Hohmann
Updated Dt: 03/07/2012 13:45:13
Updated By: Betsy Hohmann
Description: Wayne, photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/07/2012 13:44:42	Betsy Hohmann	Dealer Interaction	-----Original Message----- From: Jaco, Wayne [mailto:Wayne.Jaco@bmwofnashville.com] Sent: Monday, February 27, 2012 2:48 PM To: Hohmann Betsy, V2-US-A-51 Subject: Emailing: [REDACTED].jpg The message is ready to be sent with the following file or link attachments: [REDACTED].jpg Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Activity Info

Activity #: 1-10SM2HB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/07/2012 13:45:13
Created By: Betsy Hohmann
Updated Dt: 03/07/2012 14:08:14
Updated By: Betsy Hohmann
Description: Wayne, photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/07/2012 13:45:46	Betsy Hohmann	Dealer Interaction	-----Original Message----- From: Jaco, Wayne [mailto:Wayne.Jaco@bmwofnashville.com] Sent: Monday, February 27, 2012 2:49 PM To: Hohmann Betsy, V2-US-A-51 Subject: Emailing: [REDACTED] The message is ready to be sent with the following file or link attachments: [REDACTED].pdf Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.

Activity Info

Activity #: 1-10T8IQF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/08/2012 12:29:51
Created By: Betsy Hohmann
Updated Dt: 03/08/2012 12:29:51
Updated By: Betsy Hohmann
Description: 3/7 - LM VM for Danielle.

Activity Info

Activity #: 1-10T8IQH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/08/2012 12:30:24
Created By: Betsy Hohmann
Updated Dt: 03/08/2012 12:30:24
Updated By: Betsy Hohmann
Description: RVM on 3/7 from Danielle, please call 256-777-6105.

Activity Info

Activity #: 1-10T8IQT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/08/2012 12:31:06
Created By: Betsy Hohmann
Updated Dt: 03/08/2012 12:31:06
Updated By: Betsy Hohmann
Description: LM VM for Danielle.

Activity Info

Activity #: 1-10T8IQZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/08/2012 12:40:18
Created By: Betsy Hohmann
Updated Dt: 03/08/2012 12:52:43
Updated By: Betsy Hohmann
Description: Spoke to Danielle, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/08/2012 12:41:44	Betsy Hohmann	Customer Interaction	Spoke to Danielle, advised her MINI of Nashville was not able to see any evidence of a thermal event, vehicle does have repairs that were done with aftermarket components. There are wires that are not routed properly & we strong advise she have the vehicle repaired properly at an authorized MINI dealer. She knows we weren;t going to see 'evident of the fire' but she knows what happened and she has witnesses. She's aware of issues were people are sueing MINI. I again advised her to address improper repairs at an Authorized MINI dealer, if after that there is an issue we would possibley consider assisting her. She is furious, she won't bring vehicle to a MINI deaelr cause we're just going to tell her 'no'.

Activity Info

Activity #: 1-118TPGC **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/28/2012 15:01:41
Created By: Betsy Hohmann
Updated Dt: 03/28/2012 15:04:56
Updated By: Betsy Hohmann
Description: Prepare closing memo, see Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/28/2012 15:02:06	Betsy Hohmann	Corporate Interaction	


Service Request Detail #:201209401005
Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Bristol, TN [REDACTED]
Vehicle Info:
Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 90000
Last Sale Date: 11/06/2005 00:00:00
In Service Date: 04/30/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201209401005
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 04/03/2012 16:30:51
Created By: Edward Klutse
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: MINI of Knoxville
Date Closed: 04/16/2012 15:31:04

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:
Issue

Power steering failure/Alleged subsequent fire

Solution Note:

Date	Created By	Solution
04/16/2012 15:29:48	Linda Vitale	File closed without an SPI inspection. Limited evaluation with photos. GW repair provided with a signed release.

Activity Info

Activity #: 1-11DTV82 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Edward Klutse
Created Dt: 04/03/2012 16:31:42
Created By: Edward Klutse
Updated Dt: 04/03/2012 16:45:42
Updated By: Edward Klutse
Description: cci says vh's power steering system siezed Yesterday while on the way home; cx says shortly after parking the vehicle at home, he noticed lots of whit

Note Create Dt.	Note Created By	Note Type	Note
04/03/2012 16:41:08	Edward Klutse	Customer Interaction	cci says vh's power steering system siezed Yesterday while on the way home; cx says shortly after parking the vehicle at home, he noticed lots of white smoke from the area around the passenger side tire; cx says used a fire extiguisher to douse the vh to stop the smoke; cx says he purchased the vh from a 3rd party dlr in October 2011 but had mini of knoxville look over his power steering pump; cx says dlr assured him the pump showed no immediate concern cx has

the vehicle at home and has not contacted a dealer yet

Activity Info

Activity #: 1-11FOC6F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/05/2012 14:23:40
Created By: Linda Vitale
Updated Dt: 04/05/2012 14:23:40
Updated By: Linda Vitale
Description: Called customer and l/m with contact information.

Activity Info

Activity #: 1-11FOCQR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/05/2012 14:38:38
Created By: Linda Vitale
Updated Dt: 04/05/2012 14:56:33
Updated By: Linda Vitale
Description: Customer Interview-See note

Note Create Dt.	Note Created By	Note Type	Note
04/05/2012 14:39:15	Linda Vitale	Customer Interaction	The customer states that on 4/3/12 while driving home on Cumberland Ave. in Bristol, TN, his steering became to difficult to steer but he was able to make it to his home at 40 Stine St. in Bristol, TN. The customer states that 5 minutes later he saw white smoke coming from underneath the passenger side of the engine compartment. The customer states that he put the fire out with a fire extinguisher. The customer states he had driven to to Kingsport and back approximately 50 miles before the incident. The customer would like his MINI vehicle inspected for power steering failure.

Activity Info

Activity #: 1-11FOCQU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/05/2012 14:44:45
Created By: Linda Vitale
Updated Dt: 04/05/2012 14:44:45
Updated By: Linda Vitale
Description: Spoke to SM Dave Dovenbarger and arranged to have vehicle towed to MINI center.

Activity Info

Activity #: 1-11FOCQX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/05/2012 15:00:05
Created By: Linda Vitale
Updated Dt: 04/05/2012 15:00:36
Updated By: Linda Vitale

Created Dt: 04/12/2012 16:16:54
Created By: Linda Vitale
Updated Dt: 04/12/2012 16:16:54
Updated By: Linda Vitale
Description: Rick Green called & l/m.

Activity Info

Activity #: 1-11K97K7 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/12/2012 16:18:02
Created By: Linda Vitale
Updated Dt: 04/12/2012 16:25:54
Updated By: Linda Vitale
Description: Spoke to Rick & requested an estimate and photos.

Activity Info

Activity #: 1-11K97K9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/12/2012 16:25:10
Created By: Linda Vitale
Updated Dt: 04/12/2012 16:25:58
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/12/2012 16:25:25	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Thursday, April 12, 2012 4:25 PM To: 'rgreen@graysonbmw.com' Subject: CR [REDACTED] Rick, Please provide an estimate and photos of MINI power steering issue. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11KGV11 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 09:47:59
Created By: Linda Vitale
Updated Dt: 04/13/2012 09:55:59
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 09:48:15	Linda Vitale	Dealer Interaction	From: Rick Green [mailto:rgreen@graysonauto.com] Sent: Friday, April 13, 2012 8:32 AM To: Vitale Linda, V2-US-A-50 Subject: RE: CR [REDACTED] Linda, I have attached photos of the power steering pump, wiring connectors and the engine bay. As per our phone conversation yesterday we can find no evidence of a fire. We pulled the power steering pump and can smell something burnt around the pump connector. The EHPS is bad and is pulling the bus line on the vehicle down. To replace the EHPS will run 809.65 total. That would be 710.65 for the pump and fluid and 99.00 in

labor for a total of 809.65 plus tax if you pay tax.

Activity Info

Activity #: 1-11KGV14 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 09:53:44
Created By: Linda Vitale
Updated Dt: 04/13/2012 09:57:15
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 09:55:43	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Friday, April 13, 2012 9:52 AM To: Yeldham Mark, EL-5-US-4 Subject: FW: CR [REDACTED] Mark, Please review email below and photos and advise. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11L0I7D **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 15:35:12
Created By: Linda Vitale
Updated Dt: 04/13/2012 15:38:38
Updated By: Linda Vitale
Description: Called customer and l/m.

Activity Info

Activity #: 1-11L0I7F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 15:35:35
Created By: Linda Vitale
Updated Dt: 04/13/2012 16:26:49
Updated By: Linda Vitale
Description: Customer called and l/m.

Activity Info

Activity #: 1-11L6EKJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 16:33:44
Created By: Linda Vitale
Updated Dt: 04/13/2012 16:33:44
Updated By: Linda Vitale
Description: Spoke to customer and will provide GW repair of EHPS with a signed release.

Activity Info

Activity #: 1-11L6EKL **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 16:34:51
Created By: Linda Vitale
Updated Dt: 04/13/2012 16:37:56
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 16:35:07	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Friday, April 13, 2012 4:33 PM To: 'Rick Green'; 'David Dovenbarger' Subject: RE: CR [REDACTED] Good afternoon, This repair will be covered by BMW/ MINI with a signed release from the customer. I will forward the authorization once I receive the signed release. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11L6EL9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 16:40:55
Created By: Linda Vitale
Updated Dt: 04/13/2012 16:41:25
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 16:41:10	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Friday, April 13, 2012 4:41 PM To: [REDACTED] Subject: CR [REDACTED] April 13, 2012 2003 MINI Cooper S/ T [REDACTED] Good afternoon Mr. [REDACTED] Please see the attached general release form, as discussed. Please sign, notarize and return it to me so I may authorize the power steering pump repairs at MINI of Knoxville You may contact the service manager Dave Dovenbarger at (865) 622-2981. You may email or fax 1(866) 487-4042, the signed release to me in order to start the repairs as soon as possible. Please send the original by mail to : BMW NA, LLC P.O. Box 1227 Westwood, NJ 07675-1227 Please call me with any questions at 201-263-8213. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117-ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11LAZJE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/16/2012 14:28:32
Created By: Linda Vitale
Updated Dt: 04/16/2012 14:28:32
Updated By: Linda Vitale
Description: Recieved signed release.

Activity Info

Activity #: 1-11LAZJG **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/16/2012 14:45:28
Created By: Linda Vitale
Updated Dt: 04/16/2012 14:46:03
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 14:45:45	Linda Vitale	Dealer Interaction	<p>From: Vitale Linda, V2-US-A-50 Sent: Monday, April 16, 2012 2:44 PM To: 'David Dovenbarger'; 'Rick Green' Subject: SPI [REDACTED] Please call Mary Jane Trainor at 201-263-8272 with any questions about how to submit all required paperwork below. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached) *2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** I Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-811-1380. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be 'NA'. (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-11MKU1W **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/16/2012 14:46:03
Created By: Linda Vitale
Updated Dt: 04/16/2012 15:07:46
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 15:06:16	Linda Vitale	Product Analysis Interaction	<p>From: Vitale Linda, V2-US-A-50 Sent: Monday, April 16, 2012 2:54 PM To: Yeldham Mark, EL-5-US-4 Subject: FW: CR [REDACTED] Mark, No inspection needed. Please close file. EHPS Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-11MKU20 **Email Body:**
Status: Done
Type: Product Analysis Interaction

Assigned To: Linda Vitale
Created Dt: 04/16/2012 15:07:46
Created By: Linda Vitale
Updated Dt: 04/16/2012 15:07:46
Updated By: Linda Vitale
Description: Closing Memo.



Service Request Detail #:200933500949

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Menlo Park, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 60480
Last Sale Date: 04/19/2010 00:00:00
In Service Date: 04/17/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200933500949
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 12/01/2009 16:02:14
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of Mountain View 21618
Date Closed: 02/10/2010 09:48:25

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 both insured under policy/ John Mulro and [REDACTED] / thermal event

Solution Note:

Date	Created By	Solution
02/10/2010 09:47:41	Scott Kuchta	Settled State Farm subrogation without SPI inspection. Supporting documentation sent by State Farm was reviewed.

Activity Info

Activity #: 1-LL7QAD **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Charlene Banks
Created Dt: 12/01/2009 16:03:12
Created By: Charlene Banks
Updated Dt: 12/01/2009 16:03:27
Updated By: Charlene Banks
Description: both insured under policy/ John Mulro and Bernadette Connolly/ thermal event

Activity Info

Activity #: 1-LMHQZ7 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 10:31:44
Created By: Scott Kuchta

Updated Dt: 12/03/2009 10:31:44
Updated By: Scott Kuchta
Description: L/M with State Farm rep, Manny Bento at 877-587-6200 x5961255. Requested call back regarding claim, advised BMW NA is in receipt of possible subro.

Activity Info

Activity #: 1-LN5BHP **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 13:01:04
Created By: Scott Kuchta
Updated Dt: 12/03/2009 13:01:30
Updated By: Scott Kuchta
Description: Manny calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
12/03/2009 13:01:21	Scott Kuchta	Insurance Company Interaction	Manny states it appears debris from road clogged up the power steering cooling fan, causing power steering pump to overheat, and causing a small fire. Manny states the car is repaired and they are saving the power steering related parts incase we wish to inspect them; parts to be in the Oakland, CA area. Manny states repairs cost about \$2,000 to \$2,700. Manny states the file will be sent to subrogation and subrogation will then contact BMW NA.

Activity Info

Activity #: 1-LQN4PS **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/09/2009 09:49:24
Created By: Scott Kuchta
Updated Dt: 12/09/2009 09:49:24
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-LXJBNC **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/17/2009 10:27:46
Created By: Scott Kuchta
Updated Dt: 12/17/2009 10:27:46
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-M6TZAG **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2009 14:22:51
Created By: Scott Kuchta

Updated Dt: 12/30/2009 14:22:51
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-MBSVFQ **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 13:53:50
Created By: Scott Kuchta
Updated Dt: 01/07/2010 13:53:50
Updated By: Scott Kuchta
Description: L/M with Manny at State Farm.
 Requested update.

Activity Info

Activity #: 1-MBSVQ0 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 16:04:13
Created By: Scott Kuchta
Updated Dt: 01/07/2010 16:04:13
Updated By: Scott Kuchta
Description: Manny left message stating
 Barbara Edens of "YU" unit
 should be in touch soon
 regarding the subrogation

Activity Info

Activity #: 1-MGKP7J **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/14/2010 14:55:19
Created By: Scott Kuchta
Updated Dt: 01/14/2010 14:55:19
Updated By: Scott Kuchta
Description: pending subrogation

Activity Info

Activity #: 1-MKH0CJ **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 12:59:20
Created By: Scott Kuchta
Updated Dt: 01/21/2010 13:03:24
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Kuchta Scott, V2-US-A-50 Sent: Thursday, January 21, 2010 1:02 PM To: 'Barbara

01/21/2010 13:03:11	Scott Kuchta	Insurance Company Interaction	Edens' Subject: your claim [REDACTED] Hi Barbara, Manny Bento contacted BMW about this claim. Is it subrogation or was it closed? Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866) 604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Activity Info

Activity #: 1-MKH0J3 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 13:20:51
Created By: Scott Kuchta
Updated Dt: 01/21/2010 13:21:14
Updated By: Scott Kuchta
Description: paperwork in mail

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 13:21:05	Scott Kuchta	Insurance Company Interaction	From: Barbara Edens [mailto:barbara.edens.au7s@statefarm.com] Sent: Thursday, January 21, 2010 1:12 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: your claim [REDACTED] I have it and the sub docs were sent to you 1/14/10. You should be getting them soon. They were sent to your attention.

Activity Info

Activity #: 1-MOZTMB **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/29/2010 09:33:32
Created By: Scott Kuchta
Updated Dt: 01/29/2010 09:37:43
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
01/29/2010 09:33:46	Scott Kuchta	Insurance Company Interaction	sw Meg on team 60, subrogation. Writer advised we offer 50% reimbursement of the repair cost, no rental or anything else included. Meg states they accept and please email/fax release to them.

Activity Info

Activity #: 1-MOZTQ4 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/29/2010 09:59:01
Created By: Scott Kuchta
Updated Dt: 01/29/2010 09:59:28
Updated By: Scott Kuchta
Description: efaxed release to team 60 / state farm subrogation

Note Create Dt.	Note Created By	Note Type	Note
01/29/2010 09:59:20	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Friday, January 29, 2010 9:59 AM To: '18662319276@faxmail.com' Subject:

Activity Info

Activity #: 1-MSWNLK **Email Body:**

Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/04/2010 17:11:25
Created By: Scott Kuchta
Updated Dt: 02/04/2010 17:11:25
Updated By: Scott Kuchta
Description: waiting for signed release in mail

Activity Info

Activity #: 1-MUJOCI **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/09/2010 10:47:55
Created By: Scott Kuchta
Updated Dt: 02/09/2010 10:48:15
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/09/2010 10:48:09	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Tuesday, February 09, 2010 10:48 AM To: 'Barbara Edens' Subject: updates Hi Barb, Please update me on the two cases below: 05-B256-304 Garcia....Meg left a message which I had returned regarding settlement amount. Not sure if the amount on the release is fine. [REDACTED] [REDACTED] faxed release on 1/29/10 Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201) 263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-MV8N9D **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/10/2010 09:44:30
Created By: Scott Kuchta
Updated Dt: 02/10/2010 09:44:30
Updated By: Scott Kuchta
Description: received fully executed general release from State Farm

Activity Info

Activity #: 1-MV8N9F **Email Body:**
Status: Done
Type: General
Assigned To: Scott Kuchta
Created Dt: 02/10/2010 09:46:15
Created By: Scott Kuchta
Updated Dt: 02/10/2010 09:46:15
Updated By: Scott Kuchta
Description: check request for 1891.34 submitted to SPI coordinator



Service Request Detail #:201329400701

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Redondo Beach, CA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 79000
Last Sale Date: 11/22/2003 00:00:00
In Service Date: 11/22/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201329400701
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/21/2013 13:31:15
Created By: Stephan Wisniowski
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer: South Bay MINI
Date Closed: 12/11/2013 15:08:52

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event Due to Power Steering Failure Complaint

Solution Note:

Date	Created By	Solution
12/11/2013 15:00:05	Betsy Hohmann	Dealer repaired vehicle under the extended component warranty coverage. BMW NA Goodwilled p/steering hoses. A signed release is on file.
12/11/2013 14:50:28	Betsy Hohmann	Dealer repaired vehicle under the extended component warranty coverage. BMW NA Goodwilled p/steering hoses. A signed release is on file.

Activity Info

Activity #: 1-1FDCFCD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Stephan Wisniowski
Created Dt: 10/21/2013 13:35:44
Created By: Stephan Wisniowski
Updated Dt: 10/22/2013 21:41:39
Updated By: fm DupCustRemoval
Description: Escalation from Christina P.>>

Note Create Dt.	Note Created By	Note Type	Note
10/21/2013 13:36:15	Stephan Wisniowski	Customer Interaction	C/s that veh experienced at thermal event in regards to power steering issues. C/s there were no injuries or need of medical attention. C/s that veh was towed to third party mechanic who adv that wires had melted and caused thermal event. C/s had heard that there is warranty extension for component. Cust inq how this would be covered. Wtr adv cust that veh would need to be towed to authorized MINI center for diagnosis and repair for PS warranty extension. Wtr adv cust MINI USA will f/u within 1-3 business days.

Activity Info

Activity #: 1-1FDCFCJ **Email Body:**
Status: Done
Type: Escalate to Core
Assigned To: Stephan Wisniowski
Created Dt: 10/21/2013 13:40:11
Created By: Stephan Wisniowski
Updated Dt: 10/22/2013 21:41:39
Updated By: fm DupCustRemoval
Description: Email to MJT.>>

Note Create Dt.	Note Created By	Note Type	Note
10/21/2013 13:40:25	Stephan Wisniowski	Escalate to Core	From: Wisniowski Stephan, (Stephen.Wisniowski@bmwfs.com) Sent: Monday, October 21, 2013 1:39 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR [REDACTED] Hi Mary Jane, Mrs. [REDACTED] called in to advise that her vehicle experienced a thermal event due to the power steering failure. She stated there were no injuries or need for medical attention. She had no request from us at this time. I have assigned the SR to your name. Please let me know if you need anything else. Kind regards, Stephan ----- BMW of North America, LLC Stephan Wisniowski Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 789 7705 Fax: 614 789 1992 E-mail: stephen.wisniowski@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone ([REDACTED]) immediately.

Activity Info

Activity #: 1-1FDGXEO **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 10/21/2013 15:06:31
Created By: Mary Jane Trainor
Updated Dt: 10/22/2013 21:41:39
Updated By: fm DupCustRemoval
Description: Escalation to SPI

Activity Info

Activity #: 1-1FF3Z31 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/23/2013 12:03:23
Created By: Betsy Hohmann
Updated Dt: 10/23/2013 12:03:23
Updated By: Betsy Hohmann
Description: LM VM for Kim on 310-951-4652.

Activity Info

Activity #: 1-1FMS5U8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/30/2013 12:07:09
Created By: Betsy Hohmann
Updated Dt: 10/30/2013 12:08:07

Updated By: Betsy Hohmann
Description: LM VM for Kim on 310-951-4652.

Activity Info

Activity #: 1-1FRCPIW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/04/2013 12:51:31
Created By: Betsy Hohmann
Updated Dt: 11/04/2013 12:51:31
Updated By: Betsy Hohmann
Description: Not respondig letter, see Properties.

Activity Info

Activity #: 1-1FYJLP3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/07/2013 16:35:02
Created By: Betsy Hohmann
Updated Dt: 11/07/2013 16:35:02
Updated By: Betsy Hohmann
Description: 11/4 - Fed Ex # 7970-7419-7433.

Activity Info

Activity #: 1-1G2LDKO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/12/2013 13:39:10
Created By: Betsy Hohmann
Updated Dt: 11/12/2013 13:39:10
Updated By: Betsy Hohmann
Description: RVM from Kim re: has been out of country due to death in the family, dropped vehicle at dealer this morning, please call 310-951-4652.

Activity Info

Activity #: 1-1GBW508 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/21/2013 10:51:48
Created By: Betsy Hohmann
Updated Dt: 11/21/2013 10:51:48
Updated By: Betsy Hohmann
Description: 11/12 - Spoke to Kim, dealer is taking care of repair.

Activity Info

Activity #: 1-1GBW50C **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/21/2013 10:53:07
Created By: Betsy Hohmann
Updated Dt: 11/21/2013 10:53:07
Updated By: Betsy Hohmann
Description: Kim, request for ad'l assistance,
 see Properties.

Activity Info

Activity #: 1-1GEZHNL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 11/25/2013 12:50:08
Created By: Betsy Hohmann
Updated Dt: 11/25/2013 12:51:34
Updated By: Betsy Hohmann
Description: LM VM for Kim on 310-951-4652.

Activity Info

Activity #: 1-1G01AC7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/03/2013 15:24:59
Created By: Betsy Hohmann
Updated Dt: 12/03/2013 15:24:59
Updated By: Betsy Hohmann
Description: RVM From Kim, please call 310-
 951-4652.

Activity Info

Activity #: 1-1G01ACB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/03/2013 15:25:35
Created By: Betsy Hohmann
Updated Dt: 12/03/2013 15:25:35
Updated By: Betsy Hohmann
Description: LM VM for Kim on 310-951-4652.

Activity Info

Activity #: 1-1GXINSY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/09/2013 17:42:15
Created By: Betsy Hohmann
Updated Dt: 12/09/2013 17:42:43
Updated By: Betsy Hohmann
Description: RVM From Kim, please call 310-
 951-4652.

Activity Info

Activity #: 1-1GXINVB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/09/2013 17:42:47
Created By: Betsy Hohmann
Updated Dt: 12/09/2013 17:42:47
Updated By: Betsy Hohmann
Description: LM VM for Kim on 310-951-4652
re: what is best time to call.

Activity Info

Activity #: 1-1GZKEXW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/10/2013 13:29:04
Created By: Betsy Hohmann
Updated Dt: 12/10/2013 13:29:04
Updated By: Betsy Hohmann
Description: Spoke to Kim, offered GW of
\$524.08. C/S thank you. I will
send a release.

Activity Info

Activity #: 1-1GZKEY0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/10/2013 13:51:57
Created By: Betsy Hohmann
Updated Dt: 12/10/2013 14:00:34
Updated By: Betsy Hohmann
Description: Kim, GW offer, see notes &
Properties.

Note Create Dt.	Note Created By	Note Type	Note
12/10/2013 13:52:16	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Tuesday, December 10, 2013 1:52 PM To: [REDACTED] Subject: Your 2004 MINI Cooper; VIN# [REDACTED] - Goodwill offer Kim, As we discussed, please review, sign, and send the release back to me as soon as you can. Upon receipt, we will issue your Goodwill check. Also, please have the original release notarized and mailed back to me at your earliest convenience. To the address stated below. Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-1H231KM **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 12/11/2013 14:23:48
Created By: Betsy Hohmann
Updated Dt: 12/11/2013 14:35:13

Updated By: Betsy Hohmann

Description: Kim, signed release, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
12/11/2013 14:24:09	Betsy Hohmann	Customer Interaction	<p>From: [REDACTED] Sent: Tuesday, December 10, 2013 2:19 PM To: Hohmann Betsy, B2-US-A-50 Subject: [REDACTED] General Release Hi Betsy, Thank you so much for your assistance and for the goodwill gesture. The notarized document will be in the mail tomorrow to the address you provided. Thank you and have a great Holiday. [REDACTED]</p> <p>----- This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this e-mail in error please notify the originator of the message. This footer also confirms that this e-mail message has been scanned for the presence of computer viruses. Any views expressed in this message are those of the individual sender, except where the sender specifies and with authority, states them to be the views of Merle Norman Cosmetics or The Nethercutt Collection.</p>

Activity Info

Activity #: 1-1H20SXC **Email Body:**

Status: Done

Type: Corporate Interaction

Assigned To: Betsy Hohmann

Created Dt: 12/11/2013 14:35:13

Created By: Betsy Hohmann

Updated Dt: 12/11/2013 14:35:13

Updated By: Betsy Hohmann

Description: Check request to MJ.

Activity Info

Activity #: 1-1H20SXE **Email Body:**

Status: Done

Type: Product Analysis Interaction

Assigned To: Betsy Hohmann

Created Dt: 12/11/2013 14:49:16

Created By: Betsy Hohmann

Updated Dt: 12/11/2013 14:49:51

Updated By: Betsy Hohmann

Description: SPI, closed, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
12/11/2013 14:49:44	Betsy Hohmann	Product Analysis Interaction	<p>From: Hohmann Betsy, B2-US-A-50 Sent: Wednesday, December 11, 2013 2:49 PM To: DL-SPI_Assignmnet_PA Subject: CR [REDACTED] P/Steering Thermal event Good day, This case was closed without an inspection. See attached closing memo. Kind regards, Betsy -----</p> <p>----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant</p>

Activity Info

Activity #: 1-1H20SXJ **Email Body:**

Status: Done

Type: Customer Interaction

Assigned To: Betsy Hohmann

Created Dt: 12/11/2013 14:59:04

Created By: Betsy Hohmann

Updated Dt: 12/11/2013 15:00:00

Updated By: Betsy Hohmann

Description: Kim, GW check, see notes.

Note Create Dt.	Note Created By	Note Type	Note
12/11/2013 14:59:37	Betsy Hohmann	Customer Interaction	<p>From: Hohmann Betsy, B2-US-A-50 Sent: Wednesday, December 11, 2013 2:56 PM To: [REDACTED] [REDACTED] Subject: Your 2004 MINI Cooper; VIN# TJ54158 - Goodwill offer Kim, Thank you for your kind words. We are privileged to assist and count you as a member of the MINI family. We received your signed release and processing your Goodwill check. You should receive it in the next three to four weeks. We appreciate your patience in the interim. Kind regards, Betsy ----- ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services</p>



Service Request Detail #:200619202708

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Tigard, OR [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 30000
Last Sale Date: 04/17/2003 00:00:00
In Service Date: 04/17/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200619202708
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 07/11/2006 15:38:57
Created By: Matthew Ottman
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Rasmussen MINI 36074
Date Closed: 07/27/2006 11:43:30

Code Description:

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

Issue Note:

Issue

Cust feels the vehicle caused her husband to get into an accident

Solution Note:

Date	Created By	Solution
07/12/2006 10:36:57	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-6W1TWG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Matthew Ottman
Created Dt: 07/11/2006 15:41:14
Created By: Matthew Ottman
Updated Dt: 07/11/2006 15:56:37
Updated By: Matthew Ottman
Description: Cust feels the vehicle caused her husband to get into an accident

Note Create Dt.	Note Created By	Note Type	Note
07/11/2006 15:45:56	Matthew Ottman	Customer Interaction	Caller [REDACTED] states that her husband [REDACTED] was driving the vehicle on 7/5/06 when the vehicle failed to make the turn, the vehicle hopped the curb, braking the axles, and then hit a brick wall. Caller states that her husband was traveling between 10 to 15 mph, and the curve was marked at 10 or 15 mph. Caller states that her husband states that he turned the steering wheel but the wheels did not turn. Cust states that 4-5 days before the accident the following lights illuminated in the dash, the ABS light, the DTC light, the Airbag light, and one other light that the caller could not remember. the vehicle is currently @ an independent body shop. Drivers daytime # [REDACTED]

Activity Info

Activity #: 1-6YZJ6E **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tony Moore
Created Dt: 07/20/2006 19:02:09
Created By: Tony Moore
Updated Dt: 07/20/2006 19:02:09
Updated By: Tony Moore
Description: CCI looking to speak with the rep who inspected her vehicle? TM suggested the the customer contact the dealership where the vehicle is at.

Activity Info

Activity #: 1-6YYPF6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tony Giannobile
Created Dt: 07/20/2006 19:17:17
Created By: Tony Giannobile
Updated Dt: 07/20/2006 19:17:17
Updated By: Tony Giannobile
Description: cci about who inspected her vehicle- writer transf'd to Carrie Macerone's vm

Activity Info

Activity #: 1-6Z7TTT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brian Calabro
Created Dt: 07/21/2006 15:56:59
Created By: Brian Calabro
Updated Dt: 07/21/2006 16:05:48
Updated By: Brian Calabro
Description: cci asking for Carrie Macerone

Note Create Dt.	Note Created By	Note Type	Note
07/21/2006 15:57:46	Brian Calabro	Customer Interaction	Cust adv she has not heard anything since 7/19/2006 and is unsure who is supposed to get back to her. Writer adv cust he would let appropriate party know.

Activity Info

Activity #: 1-6Z7TX1 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brian Calabro
Created Dt: 07/21/2006 16:05:48
Created By: Brian Calabro
Updated Dt: 07/21/2006 16:06:09
Updated By: Brian Calabro
Description: Sent email to Carrie M

Note Create Dt.	Note Created By	Note Type	Note
			Carrie, Cust called stating she was told someone came out to inspect the vehicle this week, but

07/21/2006
16:06:02

Brian
Calabro

Corporate
Interaction

did not disclose any info to her. It looks like she was transferred to you yesterday. Just wanted to give you a heads up. Sincerely, Brian A. Calabro BMW of North America, LLC Motorrad Team Customer Relations Specialist P - 800.831.1117 ext 7757 F - 614.789.1999



Service Request Detail #:201036100152

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Chino, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper Convertible
Mileage: 78634
Last Sale Date: 12/22/2004 00:00:00
In Service Date: 12/22/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201036100152
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 12/27/2010 10:13:19
Created By: Ryan Hess
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of Ontario
Date Closed: 01/19/2011 14:11:58

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue
 Power Steering Complaint - Caused Cust To Hit Pole.

Solution Note:

Date	Created By	Solution
01/19/2011 14:11:23	Scott Kuchta	SPI inspection performed, Vehicle is owned by insurance company. No defect in steering system found. Results conveyed to customer by phone and in writing.

Activity Info

Activity #: 1-1719174262
Status: Done
Type: Email - Inbound
Assigned To: Ryan Hess
Created Dt: 12/20/2010 16:08:59
Created By: Siebel Administrator
Updated Dt: 12/27/2010 10:13:43
Updated By: Ryan Hess
Description: General customer service

Email Body:

First name: [REDACTED] Vin: WMWRF334351 [REDACTED] Question / Comment: i need to report a malfunction on my mini cooper the steering wheel got hard and hit a pole creating damage to my car, can anyone please call me thank you.

Activity Info

Activity #: 1-1724245225
Status: Done
Type: Email - Outbound
Assigned To: Ryan Hess
Created Dt: 12/27/2010 10:13:20
Created By: Ryan Hess
Updated Dt: 12/27/2010 10:13:45
Updated By: Ryan Hess

Email Body:

Hi [REDACTED], Thanks for writing MINI. Your case has been forwarded to Kevin at 1.866.ASK.MINI (275-6464), extension 7461. Kevin is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Megan Laney MINI Customer Relations and Services Representative -
 ---Original Message--- From: radiologyhills@aol.com Sent: 12/27/2010 12:00:00 AM To: miniassist Subject: General customer service First name: [REDACTED] Vin: WMWRF334351 [REDACTED] Question / Comment: i

Description: Your MINI Correspondence [1-1719174262]

need to report a malfunction on my mini cooper the steering wheel got hard and hit a pole creating damage to my car, can anyone please call me thank you.

Activity Info

Activity #: 1-SJMI4N

Email Body:

Status: Done

Type: Customer Interaction

Assigned To: Kevin Shelton

Created Dt: 12/27/2010 13:31:37

Created By: Kevin Shelton

Updated Dt: 12/27/2010 13:34:34

Updated By: Kevin Shelton

Description: wrtr called cust who advsd steering got hard when turning and veh hit a pole. cust stts issue has not been addressed at MINI center but is veh is at>

Note Create Dt.	Note Created By	Note Type	Note
12/27/2010 13:32:36	Kevin Shelton	Customer Interaction	>a body shop Vine Auto (323) 345-3333. cust stts his neck has been sore for awhile and the insurance company totaled veh and insurance does not want to repair. cust stts repairs would cost \$13,000. wrtr advsd cust that case would be reassigned and cust would receive callback in 1-3 bus. days.

Activity Info

Activity #: 1-SJSF90

Email Body:

Status: Done

Type: Corporate Interaction

Assigned To: Kevin Shelton

Created Dt: 12/27/2010 13:38:10

Created By: Kevin Shelton

Updated Dt: 12/27/2010 13:38:55

Updated By: Kevin Shelton

Description: wrtr emailed Nellie. see notes.

Note Create Dt.	Note Created By	Note Type	Note
12/27/2010 13:38:28	Kevin Shelton	Corporate Interaction	From: Shelton Kevin, SF4-US-S-5 Sent: Monday, December 27, 2010 1:38 PM To: Arencibia Nellie, (T) Subject: Mr. ██████████ Nellie, Mr. ██████████ had steering issue that he claims caused him to hit a pole. Mr. Cordero advised that his neck has been sore for awhile and his insurance company is refusing to pay for \$13,000 repair cost and that the vehicle was totaled. Mr. ██████████ has not had the problem addressed by a MINI service center. The case has been assigned to you. Please see the ██████████ for further information. Kind regards, Kevin Shelton Customer Relations and Services Specialist Telephone: 800-831-1117 *7461 Fax: 614-789-1992 Mailing Address: P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-SL6F61

Email Body:

Status: Done

Type: Customer Interaction

Assigned To: Scott Kuchta

Created Dt: 12/29/2010 11:16:31

Created By: Scott Kuchta

Updated Dt: 12/29/2010 11:22:22

Updated By: Scott Kuchta

Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
12/29/2010 11:16:58	Scott Kuchta	Customer Interaction	SK 12/29/10: Spoke with [REDACTED]. [REDACTED] states on 12/16/10 he was leaving his workplace at 120 S. Spalding Drive, Beverly Hills CA, states he was near the exit gate. States suddenly without any warning, the steering wheel got very hard to turn, causing him to crash into a yellow security post which was bolted to the pavement. States the steering wheel turned as if the engine was off. States no police were involved. States he got his insurance company involved and they have declared the car a total loss and he's accepted the insurance settlement. States airbags did not deploy in incident. Customer did not question why airbags did not deploy. States a pre-existing neck injury was aggravated in the incident. States he was alone in the vehicle. States this was a single-vehicle incident. States he never brought car to a MINI Dealer because he never had a problem with the car. States he bought the car used during the summer months of 2009. States car had about 79k miles on it. States his insurance company has the car somewhere. Writer offered to have MINI USA conduct vehicle inspection to see if there's a problem with the car. Writer advised he's settled with insurance; I'm not sure what else we can do. Cust accepted inspection request and did not have any other requests or comments. C/s he will call me back with insurance company phone and claim number so that writer can find out where the car is.

Activity Info

Activity #: 1-SM6T9F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2010 14:51:07
Created By: Scott Kuchta
Updated Dt: 12/30/2010 14:51:07
Updated By: Scott Kuchta
Description: Watler states Geico claim is 0395812450101010 and phone 800-691-4312

Activity Info

Activity #: 1-SM6TER **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2010 14:53:21
Created By: Scott Kuchta
Updated Dt: 12/30/2010 14:57:20
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
12/30/2010 14:53:37	Scott Kuchta	Insurance Company Interaction	Anne at Geico salvage states car is at: [REDACTED] Laurel Canyon Blvd North Hollywood 91605 Ph 818-487-2222 Lot # [REDACTED] Anne states she call IAA and give permission for Ryan Cram to inspect.

Activity Info

Activity #: 1-SM6TEV **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2010 15:00:10
Created By: Scott Kuchta
Updated Dt: 12/30/2010 15:00:37
Updated By: Scott Kuchta
Description: sent inspection request to PA

Note Create Dt.	Note Created By	Note Type	Note
12/30/2010 15:00:24	Scott Kuchta	Product Analysis Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, December 30, 2010 3:00 PM To: Oberschaetzl Markus, V2-US-A-6; Roughgarden Sophia, V2-US-A-6 Cc: Cram Ryan, V2-US-A-24 Subject: SPI / vin TG10955 / [REDACTED] Hello, Please assign inspection for customer complaint of power steering failure, causing accident. See properties. Vehicle Location: IAA 7245 Laurel Canyon Blvd North Hollywood 91605 Ph 818-487-2222 Lot # [REDACTED] Regards, Scott Kuchta Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address BMW of North America, LLC P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-SR5J2M **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 01/06/2011 15:12:30
Created By: Scott Kuchta
Updated Dt: 01/06/2011 15:14:57
Updated By: Scott Kuchta
Description: inspection assigned

Note Create Dt.	Note Created By	Note Type	Note
01/06/2011 15:12:49	Scott Kuchta	Product Analysis Interaction	From: Oberschaetzl Markus, V2-US-A-6 Sent: Monday, January 03, 2011 2:38 PM To: Cram Ryan, V2-US-A-24 Cc: Kuchta Scott, V2-US-A-50 Subject: FW: SPI / vin [REDACTED] Hello Ryan, The above referenced SPI has been assigned to you in Documentum. A report template is in your Documentum Inbox and the inspection details are shown in the properties screen. Please provide an inspection date within the next two business days and notify us by selecting "Reply to All" on this e-mail! Please provide the field report within a time frame of five business days after the inspection date. Vehicle location: See below Nature of complaint (please copy this to the field report): The customer alleges steering malfunction. Kind regards Markus Oberschaetzl. ----- Markus Oberschaetzl V2-US-A-6 Product Analysis BMW of North America, LLC Phone: +1-201-571-5255 Cell: +1-908-391-8278 Email: Markus.Oberschaetzl@bmwna.com ----- From: Kuchta Scott, V2-US-A-50 Sent: Thursday, December 30, 2010 3:00 PM To: Oberschaetzl Markus, V2-US-A-6; Roughgarden Sophia, V2-US-A-6 Cc: Cram Ryan, V2-US-A-24 Subject: SPI / vin [REDACTED] / [REDACTED] Hello, Please assign inspection for customer complaint of power steering failure, causing accident. See properties. Vehicle Location: IAA 7245 Laurel Canyon Blvd North Hollywood 91605 Ph 818-487-2222 Lot # [REDACTED] Regards, Scott Kuchta Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services V2-US-A-50

Activity Info

Activity #: 1-SR9IR9 **Email Body:**
Status: Done
Type: NFSE Interaction
Assigned To: Scott Kuchta
Created Dt: 01/06/2011 15:15:30
Created By: Scott Kuchta
Updated Dt: 01/06/2011 15:15:30
Updated By: Scott Kuchta
Description: inspection scheduled for 1/10/11

Activity Info

Activity #: 1-SR9IRB **Email Body:**
Status: Done
Type: Holding Facility Interaction
Assigned To: Scott Kuchta
Created Dt: 01/06/2011 15:20:06

Created By: Scott Kuchta
Updated Dt: 01/06/2011 15:20:06
Updated By: Scott Kuchta
Description: called 818-487-2222 (IAA) Mary Lou states only lawyers need permission to enter and inspect a vehicle.

Activity Info

Activity #: 1-SZ4ROB **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 01/18/2011 16:50:29
Created By: Scott Kuchta
Updated Dt: 01/18/2011 16:50:29
Updated By: Scott Kuchta
Description: evaluation available

Activity Info

Activity #: 1-SZ4RUR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/18/2011 16:58:58
Created By: Scott Kuchta
Updated Dt: 01/18/2011 17:00:09
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
01/18/2011 16:59:08	Scott Kuchta	Customer Interaction	Spoke with [REDACTED]. Advised our 1/10/11 vehicle inspection revealed the power steering system operated without defect. Advised we could not perform full test drive. Advised the power steering fluid level was low and it appeared to be leaking. Cust states thank you for inspecting and please send results letter to his home.

Activity Info

Activity #: 1-SZR59M **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/19/2011 14:10:23
Created By: Scott Kuchta
Updated Dt: 01/19/2011 14:11:11
Updated By: Scott Kuchta
Description: sent inspection results letter to customer via fed ex

Note Create Dt.	Note Created By	Note Type	Note
			January 19, 2011 Mr. [REDACTED] CA [REDACTED] RE: 2005 MINI Cooper Convertible / VIN T [REDACTED] Odometer: 78,634 miles Dear Mr. [REDACTED]: As discussed, BMW of North America (BMW NA) inspected the above referenced vehicle on January 10, 2011 at IAA in North Hollywood, California. The inspection was performed by our National Technical Engineer and the results reviewed by our National Engineering Group. The inspection was performed to address your concern of steering malfunction during a single-vehicle accident in which you stated you were

01/19/2011 14:11:05	Scott Kuchta	Customer Interaction	involved in. The inspection of your vehicle revealed no faults or defects which could have contributed to your concern. The vehicle showed impact damage to the front and underbody. We observed the power steering fluid was low and appeared to be leaking, although the low power steering fluid did not appear to compromise power steering assist. Power steering assist appeared to be functional at the time of the vehicle inspection, as the power steering motor could be heard when the steering wheel was turned. Additionally, the front wheels responded to steering wheel input despite the impact damage. Accordingly, BMW NA cannot accept responsibility for any damage, injury, or loss associated with the accident involving the above referenced vehicle. Thank you for providing us the opportunity to inspect the vehicle and share our findings with you. Your patience and cooperation in this matter have been greatly appreciated. Should you have any questions, please feel free to contact me directly at (201)263-8267. Sincerely, Scott Kuchta Customer Relations and Services Consultant
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Service Request Detail #:201315800462

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Hartford, AL [REDACTED]
Vehicle Info:
Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 11/30/2002 00:00:00
In Service Date: 11/30/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201315800462
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 06/07/2013 12:23:21
Created By: Bobbi Hathaway
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of Birmingham
Date Closed: 06/26/2013 10:00:38

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Power Steering Thermal Event

Solution Note:

Date	Created By	Solution
06/26/2013 10:00:27	Jay Hanson	File closed pending further contact.

Activity Info

Activity #: 1-180GWF3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Bobbi Hathaway
Created Dt: 06/07/2013 12:23:41
Created By: Bobbi Hathaway
Updated Dt: 06/07/2013 12:27:39
Updated By: Bobbi Hathaway
Description: Insurance Rep CI w/ Power Steering Thermal Event Inquiry.
 >>

Note Create Dt.	Note Created By	Note Type	Note
06/07/2013 12:26:56	Bobbi Hathaway	Customer Interaction	Maggie Lee - Auto Owners Insurance Company 334.279.0323 x 7792 Cust: [REDACTED] VIN: [REDACTED] T [REDACTED] mileage unkown MINI of Birmingham - s/w serv dept incident occurred on May 17th the customer sttd early in the day the veh acted like it wouldn't turn cust turned the veh off and when she came back there were flames under the hood the power steering pump caught on fire and caused additional damage the MINI center told him they would repair under the extended warranty cust lives 3 or 4 hours away from a MINI center veh was told to wrecker service in Hartford AL but unsur of the name has never been to a MINI center she wants to know if MINI has to inspect the veh before the repair is made wants to make sure they will get the money back if they have to pay for the repairs will arrange to take veh to MINI center if needed Wtr adv rep that the info will be

passed along for review, and to allow 1-3 bus days for f/u from a member of our team.

Activity Info

Activity #: 1-180GWG4 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Bobbi Hathaway
Created Dt: 06/07/2013 12:29:21
Created By: Bobbi Hathaway
Updated Dt: 06/07/2013 12:30:03
Updated By: Bobbi Hathaway
Description: Email to MT. >>

Note Create Dt.	Note Created By	Note Type	Note
06/07/2013 12:29:52	Bobbi Hathaway	Corporate Interaction	From: Hathaway Bobbi, SF2-US-S-6 Sent: Friday, June 07, 2013 12:29 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: [REDACTED] T [REDACTED] Hello Mary Jane, Maggie from Auto Owners Insurance Company called in to discuss this customer's vehicle and report a thermal event. I have assigned the case to you. Thank you. Kind regards, Bobbi Hathaway

Activity Info

Activity #: 1-1BTAX88 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 06/13/2013 12:10:14
Created By: Jay Hanson
Updated Dt: 06/13/2013 12:15:59
Updated By: Jay Hanson
Description: Spoke with Maggie Lee - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/13/2013 12:10:38	Jay Hanson	Insurance Company Interaction	ML said according to the notes in her claim, the customer's wife had parked the vehicle in their driveway just long enough to run inside the house for a moment. Said she came back out and observed flames coming from the engine compartment. Said earlier in the day, the vehicle seemed to be more difficult to steer. ML said their investigator observed thermal damage to the vehicle's power steering pump. ML wanted to protect the insurance company's subrogation rights, and wanted to know if they had the vehicle repaired at an independent repair shop would MINI cover the damage under the recently released service bulletin that extended the warranty on the pump. The writer advised ML that thermal damage would not be covered under that warranty, but if the vehicle could be brought to a MINI service center they could provide photos and technical information that may allow MINI to cover the repair under goodwill. Writer advised ML that he could not commit to anything yet given the age and mileage of the vehicle and its previous accident history. ML took the writer's contact information and will advise the customer of the need to move the vehicle to a MINI center.

Activity Info

Activity #: 1-1BXOA6I **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 06/18/2013 09:48:36
Created By: Jay Hanson
Updated Dt: 06/18/2013 09:48:36
Updated By: Jay Hanson
Description: Awaiting response from

insurance company

Activity Info

Activity #:	1-1C2EXPE	Email Body:
Status:	Done	
Type:	General	
Assigned To:	Jay Hanson	
Created Dt:	06/24/2013 09:52:47	
Created By:	Jay Hanson	
Updated Dt:	06/24/2013 09:52:47	
Updated By:	Jay Hanson	
Description:	Awaiting response from insurance company	


Service Request Detail #:201320600820
Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Hartford, AL [REDACTED]
Vehicle Info:
Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 11/30/2002 00:00:00
In Service Date: 11/30/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201320600820
Make: MINI
Vehicle Category: Automobile
Source: Insurance Subrogation
Type: SPI
Current Status: Closed
Date Opened: 07/25/2013 16:14:14
Created By: Mary Jane Trainor
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of Birmingham
Date Closed: 12/20/2013 09:59:46

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:
Issue

Trans PaC Solutions subro-Event # TPSC-2384475-3523407, See SR#201315800462

Solution Note:

Date	Created By	Solution
12/20/2013 09:59:29	Jay Hanson	Settled subrogation demand for a reduced amount.

Activity Info

Activity #: 1-1CWAH75 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Mary Jane Trainor
Created Dt: 07/25/2013 16:18:47
Created By: Mary Jane Trainor
Updated Dt: 07/25/2013 16:18:47
Updated By: Mary Jane Trainor
Description: Trans PaC Solutions subro on behalf of Insur Co, attchd in Dcmntm

Activity Info

Activity #: 1-1DEGNZN **Email Body:**
Status: Done
Type: General
Assigned To: Molly Dugan
Created Dt: 08/13/2013 17:56:51
Created By: Molly Dugan
Updated Dt: 08/13/2013 17:56:51
Updated By: Molly Dugan

Description: Robin Lusk ci to discuss letter she sent in to NJ office. c/s is representing Trans PaC Solutions. wtr trans to Jay Hanson vm.

Activity Info

Activity #: 1-1E1IW6H **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/05/2013 14:58:40
Created By: Jay Hanson
Updated Dt: 09/05/2013 14:58:40
Updated By: Jay Hanson
Description: Spoke with Robin Lusk - writer agreed to cover the full amount of the demand. OK to fax release.

Activity Info

Activity #: 1-1E1XKJY **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/05/2013 15:09:08
Created By: Jay Hanson
Updated Dt: 09/05/2013 15:09:08
Updated By: Jay Hanson
Description: Sent subrogation release to Robin Lusk

Activity Info

Activity #: 1-1E1XKK0 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/05/2013 15:18:35
Created By: Jay Hanson
Updated Dt: 09/05/2013 15:19:07
Updated By: Jay Hanson
Description: Fax delivery confirmation

Note Create Dt.	Note Created By	Note Type	Note
09/05/2013 15:18:56	Jay Hanson	Insurance Company Interaction	-----Original Message----- From: support@easylink.com [mailto:support@easylink.com] Sent: Thursday, September 05, 2013 3:11 PM To: Hanson Jay, B2-US-A-50 Subject: Delivery Notice: DELIVERY NOTICE Your message was received at: Date and time of receipt: September 05, 2013 19:09:31 GMT Received from: jay.hanson@bmwna.com Called fax machine identifier: Fax Server Subject of message: Delivery Information: Delivered to: 18007234869 (US 800/888 Service) Date and time of delivery: September 05, 2013 19:10:30 GMT Number of pages delivered: 2 Delivery was made on attempt #: 1 Your Document Reference #: [REDACTED] For assistance, please contact EasyLink Customer Support: http://www.easylink.com/support Thank you for using EasyLink.

Activity Info

Activity #: 1-1E7MNPMP **Email Body:**
Status: Done
Type: General

Assigned To: Jay Hanson
Created Dt: 09/10/2013 09:39:36
Created By: Jay Hanson
Updated Dt: 09/10/2013 09:39:36
Updated By: Jay Hanson
Description: Awaiting receipt of executed release

Activity Info

Activity #: 1-1EBVBZB **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/13/2013 09:51:03
Created By: Jay Hanson
Updated Dt: 09/13/2013 09:53:37
Updated By: Jay Hanson
Description: Email from Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
09/13/2013 09:52:46	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:rlusk@transpacsolutions.com] Sent: Tuesday, September 10, 2013 1:53 PM To: Hanson Jay, B2-US-A-50 Subject: Insured [REDACTED] Hey Jay, I got the release, however when I went to confirm the claim amount a rental bill and a supplement payment have been paid since the last notice that I sent to you. I will resend the documents to you so that you can review and update your release. Thanks. Robin W. Lusk Transpac Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@transpacsolutions.com

Activity Info

Activity #: 1-1EGK2F3 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/18/2013 10:26:04
Created By: Jay Hanson
Updated Dt: 09/18/2013 10:26:04
Updated By: Jay Hanson
Description: Robin Lusk called - left vm. Looking for update (?). Please call.

Activity Info

Activity #: 1-1EMPUV5 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 09/24/2013 16:33:22
Created By: Jay Hanson
Updated Dt: 09/24/2013 16:33:51
Updated By: Jay Hanson
Description: Email to Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Hanson Jay, B2-US-A-50 Sent: Tuesday, September 24, 2013 4:33 PM To: 'Robin W. Lusk'

09/24/2013 16:33:42	Jay Hanson	Insurance Company Interaction	Subject: RE: Insured [REDACTED] TransPaC Event: [REDACTED] I received your voicemail that appeared to ask for an update on the status of this claim. As you will note in the email below, you were going to get back to me with an updated demand. I have not received anything since this email arrived. If you want us to consider these additional expenses, please forward the supporting documents. Or, if we can agree to settle for the originally agreed-upon amount, please have the release I sent executed and returned to me per the arrangements stated below. Thanks. Best regards, Jay Hanson 201.263.8246
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Activity Info	
Activity #: 1-1ESNZQW	Email Body:
Status: Done	
Type: General	
Assigned To: Jay Hanson	
Created Dt: 09/30/2013 11:28:15	
Created By: Jay Hanson	
Updated Dt: 09/30/2013 11:28:15	
Updated By: Jay Hanson	
Description: Awaiting response from insurance company	

Activity Info	
Activity #: 1-1EY4GI9	Email Body:
Status: Done	
Type: General	
Assigned To: Jay Hanson	
Created Dt: 10/04/2013 09:39:42	
Created By: Jay Hanson	
Updated Dt: 10/04/2013 09:39:42	
Updated By: Jay Hanson	
Description: Awaiting response from insurance company	

Activity Info	
Activity #: 1-1F19W3D	Email Body:
Status: Done	
Type: Insurance Company Interaction	
Assigned To: Jay Hanson	
Created Dt: 10/08/2013 11:39:18	
Created By: Jay Hanson	
Updated Dt: 10/08/2013 11:39:18	
Updated By: Jay Hanson	
Description: Received updated demand including rental and supplement	

Activity Info	
Activity #: 1-1F19W87	Email Body:
Status: Done	
Type: Insurance Company Interaction	
Assigned To: Jay Hanson	
Created Dt: 10/08/2013 11:40:22	
Created By: Jay Hanson	
Updated Dt: 10/08/2013 11:40:59	
Updated By: Jay Hanson	
Description: Email to Robin Lusk - see notes	

Note Create Dt.	Note Created	Note Type	Note
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10/08/2013 11:40:47	By Jay Hanson	Insurance Company Interaction	From: Hanson Jay, B2-US-A-50 Sent: Tuesday, October 08, 2013 11:39 AM To: 'Robin W. Lusk' Subject: FW: Insured [REDACTED]: I received the updated demand. Can you tell me why we're being held liable for 30 days of rental charges? Why did it take a month for the shop to replace a power steering pump? Had the vehicle been brought to a MINI center in the first place as I suggested back in June, it seems likely this could have been repaired less expensively and more quickly. I feel we're being unfairly "billed" for inefficiencies we had no control over. If you can justify the rental expense, I'll at least consider it in the demand. Otherwise, I feel compelled to offer a settlement of the claim that does not include the rental expenses. Thank you. Jay Hanson 201.263.8246
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Activity Info

Activity #: 1-1F4GL1B **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/11/2013 10:38:06
Created By: Jay Hanson
Updated Dt: 10/11/2013 10:38:06
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1F6J48N **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/14/2013 12:19:12
Created By: Jay Hanson
Updated Dt: 10/14/2013 12:19:12
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1FB2MP8 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 10/18/2013 11:10:38
Created By: Jay Hanson
Updated Dt: 10/18/2013 11:37:05
Updated By: Jay Hanson
Description: Email from Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/18/2013 11:11:01	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:rlusk@transpacsolutions.com] Sent: Thursday, October 17, 2013 6:25 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 Let me get additional information for you. Thanks. Robin W. Lusk Transpac Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@transpacsolutions.com

Activity Info

Activity #: 1-1FEOCDX **Email Body:**
Status: Done

Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 10/22/2013 17:03:12
Created By: Jay Hanson
Updated Dt: 10/22/2013 17:03:52
Updated By: Jay Hanson
Description: Email from Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/22/2013 17:03:29	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:rlusk@transpacsolutions.com] Sent: Tuesday, October 22, 2013 3:07 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 When were you notified of the issue by our insured? Thanks. Robin W. Lusk Transpac Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@transpacsolutions.com

Activity Info

Activity #: 1-1FEOCHE **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 10/22/2013 17:03:52
Created By: Jay Hanson
Updated Dt: 10/22/2013 17:04:23
Updated By: Jay Hanson
Description: Email to Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/22/2013 17:04:14	Jay Hanson	Insurance Company Interaction	From: Hanson Jay, B2-US-A-50 Sent: Tuesday, October 22, 2013 5:03 PM To: 'Robin W. Lusk' Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 We weren't notified by the insured. Maggie Lee of Auto Owners Insurance Company contacted us on June 7. She wanted to know if MINI would have to inspect the vehicle in order to ensure AOIC's subrogation rights. I advised her that if the vehicle could be moved to a MINI center for an evaluation there may be no need for an insurance claim at all, depending on what was observed. She said she would look into it but never called me back. Jay Hanson 201.263.8246

Activity Info

Activity #: 1-1F1VNWWS **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/28/2013 10:21:01
Created By: Jay Hanson
Updated Dt: 10/28/2013 10:21:01
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1FNB17G **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 10/30/2013 14:03:02
Created By: Jay Hanson

Updated Dt: 10/30/2013 14:03:31
Updated By: Jay Hanson
Description: Email from Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/30/2013 14:03:22	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:rlusk@transpacsolutions.com] Sent: Wednesday, October 30, 2013 1:19 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured [REDACTED], [REDACTED] TransPaC Event: 2384475 What would be a fair amount for you to reimburse us? Robin W. Lusk Transpac Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@transpacsolutions.com

Activity Info

Activity #: 1-1FP7330 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 10/31/2013 16:52:11
Created By: Jay Hanson
Updated Dt: 10/31/2013 16:52:11
Updated By: Jay Hanson
Description: Email to Robin Lusk - see notes

Activity Info

Activity #: 1-1FWLH0P **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/06/2013 12:33:04
Created By: Jay Hanson
Updated Dt: 11/06/2013 12:33:04
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1G1BHA9 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/11/2013 15:39:01
Created By: Jay Hanson
Updated Dt: 11/11/2013 15:39:01
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1G631KF **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/15/2013 10:15:23
Created By: Jay Hanson
Updated Dt: 11/15/2013 10:15:23

Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1GL22AE **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/02/2013 11:14:37
Created By: Jay Hanson
Updated Dt: 12/02/2013 11:15:04
Updated By: Jay Hanson
Description: Email from Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
12/02/2013 11:14:56	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:rlusk@transpacsolutions.com] Sent: Tuesday, November 19, 2013 3:30 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 Jay, I can understand your position. Is there any way we can do \$1500.00 and be done? Thanks. Robin W. Lusk, Senior Claims Examiner Trover Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@troversolutions.com

Activity Info

Activity #: 1-1GODXUL **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/04/2013 09:17:00
Created By: Jay Hanson
Updated Dt: 12/04/2013 09:17:29
Updated By: Jay Hanson
Description: Email to Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
12/04/2013 09:17:18	Jay Hanson	Insurance Company Interaction	From: Hanson Jay, B2-US-A-50 Sent: Tuesday, December 03, 2013 2:40 PM To: 'Robin W. Lusk' Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 I think our offer of \$1,311.21 is fair and reasonable. We're only \$189.00 apart, which hardly seems worth redoing all the paperwork over. Jay Hanson 201.263.8246

Activity Info

Activity #: 1-1GWHQBN **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/09/2013 11:08:12
Created By: Jay Hanson
Updated Dt: 12/09/2013 11:08:12
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1H1YOL1 **Email Body:**
Status: Done

Type: General
Assigned To: Jay Hanson
Created Dt: 12/11/2013 12:51:26
Created By: Jay Hanson
Updated Dt: 12/11/2013 12:51:26
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1H8U46Q . **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/16/2013 10:59:57
Created By: Jay Hanson
Updated Dt: 12/16/2013 10:59:57
Updated By: Jay Hanson
Description: Awaiting response from insurance company

Activity Info

Activity #: 1-1HCLBVB **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/17/2013 16:06:17
Created By: Jay Hanson
Updated Dt: 12/17/2013 16:07:06
Updated By: Jay Hanson
Description: Email from Robin Lusk - accepted offer. See notes.

Note Create Dt.	Note Created By	Note Type	Note
12/17/2013 16:06:41	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:RLusk@troversolutions.com] Sent: Tuesday, December 17, 2013 2:49 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured ██████████ TransPaC Event: 2384475 Okay. We will settle at that. I will have the release that you already sent reviewed and emailed back to you. Can you issue a check today? Robin W. Lusk, Senior Claims Examiner Trover Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@troversolutions.com

Activity Info

Activity #: 1-1HCLC4M **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/17/2013 16:07:06
Created By: Jay Hanson
Updated Dt: 12/17/2013 16:07:31
Updated By: Jay Hanson
Description: Email to Robin Lusk - see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Hanson Jay, B2-US-A-50 Sent: Tuesday, December 17, 2013 4:06 PM To: 'Robin W. Lusk'

12/17/2013 16:07:23	Jay Hanson	Insurance Company Interaction	Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 Upon receipt of at least a faxed or emailed copy of the executed settlement agreement, I'll submit a check request for processing. I have to allow 10-14 days for a check to arrive in our offices, at which time it will be sent to Trover Solutions. The original executed document should be sent by regular mail to: BMW of North America, LLC Attn: Jay L. Hanson PO Box 1227 Westwood, NJ 07675 Thank you for your cooperation. Please let me know if you have any questions. Regards, Jay Hanson 201.263.8246
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Activity Info

Activity #: 1-1HHEYIP **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 12/20/2013 09:58:28
Created By: Jay Hanson
Updated Dt: 12/20/2013 09:59:12
Updated By: Jay Hanson
Description: Received signed subrogation release

Note Create Dt.	Note Created By	Note Type	Note
12/20/2013 09:58:52	Jay Hanson	Insurance Company Interaction	From: Robin W. Lusk [mailto:RLusk@troversolutions.com] Sent: Thursday, December 19, 2013 4:37 PM To: Hanson Jay, B2-US-A-50 Subject: RE: Insured [REDACTED] TransPaC Event: 2384475 Here is the signed release. Thanks. Robin W. Lusk, Senior Claims Examiner Trover Solutions PO BOX 36220 Louisville, KY 40233-6200 Phone: 877-738-7717 Fax: 800-723-4869 Email: rlusk@troversolutions.com



Service Request Detail #:201429300938

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Hoquiam, WA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 94000
Last Sale Date: 03/25/2003 00:00:00
In Service Date: 03/25/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201429300938
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/20/2014 13:26:54
Created By: Margaret Bagnell
Rep Assigned: Lindsey Ucker
Assigned Dealer:
Identified Dealer: Northwest MINI 46038
Date Closed: 12/30/2014 16:08:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event Complaint

Solution Note:

Date	Created By	Solution
12/30/2014 16:07:06	Lindsey Ucker	case reviewed. customer reimbursed for repairs needed due to thermal event in exchange for a signed release.

Activity Info

Activity #: 1-1UHAR7W **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Margaret Bagnell
Created Dt: 10/20/2014 13:27:23
Created By: Margaret Bagnell
Updated Dt: 10/20/2014 13:31:20
Updated By: Margaret Bagnell
Description: SEE NOTES >>>

Note Create Dt.	Note Created By	Note Type	Note
10/20/2014 13:28:11	Margaret Bagnell	Customer Interaction	Cust has not taken MINI to a certified dealer. Cs uses a third party shop bc there aren't any dealers in his area. Cust purchased MINI 3 years ago via 3rd party. Cs he just got his MINI back yesterday from the 3rd party repair shop. They fixed the alternator. About 1 1/2 months ago, the MINI started smoking bc the alternator had caught on fire. Cs they now need help to replace the power steering pump, but the fact that the alternator caught fire might have caused this issue concerns the cust. Wtr advised of warranty extension on power assist steering pump, but would get to a RS to look further into his MINI.

Activity Info

Activity #: 1-1UH5LM1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Amber Hupp
Created Dt: 10/20/2014 13:40:53
Created By: Amber Hupp
Updated Dt: 10/20/2014 13:48:07
Updated By: Amber Hupp
Description: Escalation-Margaret Bagnell-SEE NOTES>>

Note Create Dt.	Note Created By	Note Type	Note
10/20/2014 13:41:45	Amber Hupp	Customer Interaction	C/S MINI had a thermal event a month and a half ago C/S lives far away from a MINI dealership C/S the MINI had a thermal event n the alternator C/S requesting assistance with the steering pump C/S nobody was injured C/S wants his vehicle to be looked at from a MINI dealership C/S a lot of wires were melting C/S best cb number: [REDACTED] C/S the MINI is running and there were repairs made at a 3rd party dealership wtr adv cust a rep. from our office will f/u within 1-3 business days

Activity Info

Activity #: 1-1UH5LPS **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 10/20/2014 13:48:07
Created By: Amber Hupp
Updated Dt: 10/21/2014 13:02:47
Updated By: Lisa Crean
Description: Email to Lisa>>>>>>>>>>

Note Create Dt.	Note Created By	Note Type	Note
10/20/2014 13:48:23	Amber Hupp	Corporate Interaction	From: Hupp Amber, (Amber.Hupp@bmwfs.com) Sent: Monday, October 20, 2014 1:47 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] Hi Lisa, [REDACTED] called our office today stating that his MINI experienced a thermal event about 1.5 months ago. He stated that nobody was injured when this happened. He took the MINI to a 3rd party dealership and was advised that the alternator had started the thermal event. He lives about 73 miles away from a MINI dealership, so he has not had the chance to bring it to a MINI dealer. He wanted to call and let us know about this experience. I advised him of a 1-3 business day follow-up time frame. He is currently in possession of the MINI. Kind regards, Amber Hupp ----- BMW of North America, LLC Amber Hupp Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614- 210-8990 Fax: 614-789-1992 E-mail: amber.hupp@bmwfs.com Web: bmw.usa.com

Activity Info

Activity #: 1-1UIPQ9G **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 10/21/2014 13:01:57
Created By: Lisa Crean
Updated Dt: 10/21/2014 13:03:55
Updated By: Lisa Crean
Description: cstr stts MINI started smoking bc the alternator had caught on fire

Note Create Dt.	Note Created	Note Type	Note
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	By		
10/21/2014 13:02:17	Lisa Crean	Corporate Interaction	From: Hupp Amber, (Amber.Hupp@bmwfs.com) Sent: Monday, October 20, 2014 1:47 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] Hi Lisa, [REDACTED] called our office today stating that his MINI experienced a thermal event about 1.5 months ago. He stated that nobody was injured when this happened. He took the MINI to a 3rd party dealership and was advised that the alternator had started the thermal event. He lives about 73 miles away from a MINI dealership, so he has not had the chance to bring it to a MINI dealer. He wanted to call and let us know about this experience. I advised him of a 1-3 business day follow-up time frame. He is currently in possession of the MINI. Kind regards, Amber Hupp ----- BMW of North America, LLC Amber Hupp Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614- 210-8990 Fax: 614-789-1992 E-mail: amber.hupp@bmwfs.com Web: bmw.usa.com

Activity Info

Activity #: 1-1V0GZ04 **Email Body:**
Status: Done
Type: General
Assigned To: Christina Dowdy
Created Dt: 11/03/2014 16:21:57
Created By: Christina Dowdy
Updated Dt: 11/03/2014 16:23:34
Updated By: Christina Dowdy
Description: Cust called in f/u. CS was promised f/u in 1-3 B days WS unable to see updates WS will send email to manager asking her to contact cust

Activity Info

Activity #: 1-1VA18KS **Email Body:**
Status: Done
Type: General
Assigned To: Anne Chesnut
Created Dt: 11/10/2014 15:56:42
Created By: Anne Chesnut
Updated Dt: 11/10/2014 15:56:42
Updated By: Anne Chesnut
Description: cust req updates wtr transferred to case mgr wtr offered to email case mgr as well

Activity Info

Activity #: 1-1VA18KV **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Anne Chesnut
Created Dt: 11/10/2014 15:57:45
Created By: Anne Chesnut
Updated Dt: 11/10/2014 16:01:43
Updated By: Anne Chesnut
Description: See Notes

Note Create Dt.	Note Created By	Note Type	Note
11/10/2014 16:00:17	Anne Chesnut	Corporate Interaction	From: Chesnut Anne, (Anne.Chesnut@partner.bmwfs.com) Sent: Monday, November 10, 2014 3:45 PM To: Gorman Chantal, AL-V-UK-F-2 Subject: Survey Results Email from Toby Hey Clare, For some reason, the link that Toby sent out for the survey results doesn't work for me. I checked with some people who sit nearby and it worked for them. Is it because I'm so new, or is there a system issue? Thank you, Anne Chesnut

Activity Info

Activity #: 1-1VBR12Q **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 11/11/2014 15:53:10
Created By: Lindsey Ucker
Updated Dt: 11/11/2014 16:10:21
Updated By: Lindsey Ucker
Description: Spoke with Mr. [REDACTED] - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/11/2014 15:53:38	Lindsey Ucker	Customer Interaction	Spoke with Mr. [REDACTED] who stated the vehicle was purchased at a 3rd party dealer almost 3 years ago. Stated a family member was driving the car with 1 passenger (handicapped) on a highway when they noticed smoke coming from under the hood. Customer stated the vehicle was towed to a local shop where they advised the alternator caught fire. Repairs included the alternator, power steering system, and fuse box. Customer stated he is unsure what part started the fire. Customer also mentioned that he received a letter from MINI stating an extended warranty on the PS pump and cooling fan. Customer stated he will send a copy of the letter, invoice and any photos he may have of the vehicle.

Activity Info

Activity #: 1-1VBR12W **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 11/11/2014 16:10:21
Created By: Lindsey Ucker
Updated Dt: 11/11/2014 16:15:01
Updated By: Lindsey Ucker
Description: sent follow up email asking for invoice and photos.

Note Create Dt.	Note Created By	Note Type	Note
11/11/2014 16:13:26	Lindsey Ucker	Customer Interaction	From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Tuesday, November 11, 2014 4:10 PM To: 'ritacoman123@gmail.com' Subject: from MINI USA Dear Mr. [REDACTED], Thank you for speaking with me earlier. I'm glad to hear that everyone is ok and that the vehicle has been repaired. As discussed, any information of photos related to the event and repair is helpful. We ask that the repair facility is contacted to see if they can share any photos they may have taken as well as all repair documentation. Once you have received that, please send to me so we can review. Thank you again, Lindsey Ucker BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone ([REDACTED]) immediately.

Activity Info

Activity #: 1-1WR4HT1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/18/2014 13:52:51
Created By: Lindsey Ucker

Updated Dt: 12/18/2014 14:47:45
Updated By: Lindsey Ucker
Description: received invoices

Note Create Dt.	Note Created By	Note Type	Note
12/18/2014 14:37:59	Lindsey Ucker	Customer Interaction	-----Original Message----- From: lindsey.ucker@bmwnaext.com [mailto:lindsey.ucker@bmwnaext.com] Sent: Thursday, December 18, 2014 2:32 PM To: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Subject: Scan from BMW Multifunction Device Scan from BMW Multifunction DevicePNASC002

Activity Info

Activity #: 1-1WR4HT8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/18/2014 14:47:45
Created By: Lindsey Ucker
Updated Dt: 12/18/2014 14:47:45
Updated By: Lindsey Ucker
Description: spoke with Mr. [REDACTED] and offered to reimburse the \$1116.75 in exchange for release. Customer satisfied.

Activity Info

Activity #: 1-1WR4HZ5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/18/2014 15:08:16
Created By: Lindsey Ucker
Updated Dt: 12/18/2014 15:09:10
Updated By: Lindsey Ucker
Description: release emailed

Note Create Dt.	Note Created By	Note Type	Note
12/18/2014 15:08:31	Lindsey Ucker	Customer Interaction	From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Thursday, December 18, 2014 3:08 PM To: [REDACTED] Subject: from MINI USA Dear Mr [REDACTED], Thank you for your patience while we reviewed your case. I have attached a general release for your review and signature. If you find the terms acceptable please print, sign, and return to either this email address or by fax to 201-930-8484. Upon receipt, I will proceed to submit a check request to our department coordinator. Please note I need to allow 10-14 business days for the check to arrive to our office at which time it will be sent to you via FedEx. After you have returned a copy of the signed release to be via fax or email, please return the original notarized document to me by mail. Once again we thank you for your patience and cooperation throughout this process. Feel free to contact me if you have any questions about the release. BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately.

Activity Info

Activity #: 1-1X2W75X **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/29/2014 11:17:06
Created By: Lindsey Ucker
Updated Dt: 12/29/2014 11:17:06
Updated By: Lindsey Ucker
Description: received hard copy of release - notarized and signed. PDF in SPI group folder

Activity Info

Activity #: 1-1X580OE **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/30/2014 15:03:18
Created By: Lindsey Ucker
Updated Dt: 12/30/2014 15:05:41
Updated By: Lindsey Ucker
Description: request to close case

Note Create Dt.	Note Created By	Note Type	Note
12/30/2014 15:03:32	Lindsey Ucker	Product Analysis Interaction	From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Tuesday, December 30, 2014 3:03 PM To: DL-SPI_Assignment_PA Subject: CR Denney TE17755 - Fire - PLEASE CLOSE PLEASE CLOSE per STEVE GREEN. Customer claims vehicle caught fire due to PS Fan/Pump. Vehicle repaired at ISP. Customer has been reimbursed. BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone () immediately.

Activity Info

Activity #: 1-1X580SA **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/30/2014 16:02:13
Created By: Lindsey Ucker
Updated Dt: 12/30/2014 16:02:13
Updated By: Lindsey Ucker
Description: check request submitted

Activity Info

Activity #: 1-1X5814U **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 12/30/2014 16:06:27
Created By: Lindsey Ucker
Updated Dt: 12/30/2014 16:06:27
Updated By: Lindsey Ucker
Description: called customer and updated that

he should have his
reimbursement within 10-14 bus
days. Cust is pelased.



Service Request Detail #:201117400401

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: San Carlos, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage:
Last Sale Date: 02/17/2005 00:00:00
In Service Date: 02/17/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201117400401
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 06/23/2011 11:50:42
Created By: Jasmine Underwood
Rep Assigned: Jasmine Underwood
Assigned Dealer:
Identified Dealer:
Date Closed: 06/23/2011 11:53:58

Code Description:

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

Issue Note:

Issue

Powering Steering Repair- Assistance Request

Solution Note:

Date	Created By	Solution
06/23/2011 11:53:49	Jasmine Underwood	WTR adv MINI NA is aware of powering steering issues for certain model years and we have been looking into offering assistance for repair on a case-by-case basis. WTR adv he will need to have issue diagnosed by MINI dlr, and cb w/ diagnostic results. WTR

Activity Info

Activity #: 1-W3TTPP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jasmine Underwood
Created Dt: 06/23/2011 11:51:28
Created By: Jasmine Underwood
Updated Dt: 06/23/2011 11:53:47
Updated By: Jasmine Underwood
Description: CCI b/c when he shut car off smoke was billowing out of the hood. Cust sttd he believes it was power steering but hasn't had issue diagnosed. Cust>>

Note Create Dt.	Note Created By	Note Type	Note
06/23/2011 11:52:00	Jasmine Underwood	Customer Interaction	>>wanted to know if there was assistance w/ repair, b/c it's a known issue. WTR adv MINI NA is aware of powering steering issues for certain model years and we have been looking into offering assistance for repair on a case-by-case basis. WTR adv he will need to have issue diagnosed by MINI dlr, and cb w/ diagnostic results. WTR adv assistance is based upon diagnostic results, and did not guarantee assistance.



Service Request Detail #:200830901230

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Raleigh, NC [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 54000
Last Sale Date: 01/15/2003 00:00:00
In Service Date: 01/15/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200830901230
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 11/04/2008 10:58:51
Created By: Ryan Greer
Rep Assigned: Charlene Banks
Assigned Dealer: Flow MINI
Identified Dealer: Flow MINI
Date Closed: 11/04/2008 15:53:40

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	1200	1251	ENGINE ELECTRICAL - WIRING HARNESS

Issue Note:

Issue
 vehicle caught fire due to wires being crossed in vehicle

Solution Note:

Date	Created By	Solution
11/04/2008 15:53:14	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-EHGLSF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Ryan Greer
Created Dt: 11/04/2008 10:59:47
Created By: Ryan Greer
Updated Dt: 11/04/2008 11:11:02
Updated By: Ryan Greer
Description: vehicle caught fire due to wires being crossed in vehicle

Note Create Dt.	Note Created By	Note Type	Note
11/04/2008 10:59:50	Ryan Greer	Customer Interaction	customer called in and stated the vehicle caught fire due to the wires being crossed within the vehicle. customer stated no one was hurt or injured, but advised the dealer is charging \$3000.00 to replaced the engine harness, power steering harness, and other wiring components. writer advised customer would escalate issue to have reviewed by MINI NA.

Activity Info

Activity #: 1-EHNWV8 **Email Body:**
Status: Done
Type: General

Assigned To: DCS NET
Created Dt: 11/04/2008 13:11:09
Created By: DCS NET
Updated Dt: 11/04/2008 15:53:39
Updated By: Charlene Banks
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
11/04/2008 13:11:10	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 15268 on Tue Nov 04 13:11:06 EST 2008



Service Request Detail #:200636300123

Customer Info:

Name: ██████████
 ██████████
 ██████████
 ██████████
 ██████████
Apt/Suite:
City/State/Zip: Venice, CA ██████████

Vehicle Info:

Chassis # (US): ██████████
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 48681
Last Sale Date: 03/29/2003 00:00:00
In Service Date: 03/29/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200636300123
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 12/29/2006 08:51:37
Created By: Carrie Mazanec
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Long Beach MINI 04124
Date Closed: 12/29/2006 09:05:59

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 Thermal event

Solution Note:

Date	Created By	Solution
12/29/2006 09:05:43	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-82DXTJ **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Carrie Mazanec
Created Dt: 12/29/2006 09:01:27
Created By: Carrie Mazanec
Updated Dt: 12/29/2006 09:02:12
Updated By: Carrie Mazanec
Description: Thermal event


Service Request Detail #:201506202279
Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Trussville, AL [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 86000
Last Sale Date: 10/22/2002 00:00:00
In Service Date: 10/22/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201506202279
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 03/03/2015 14:03:46
Created By: Jayme O'Brien
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer: MINI of Birmingham
Date Closed: 05/12/2015 08:24:41

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:
Issue

Thermal event - Power steering issues

Solution Note:

Date	Created By	Solution
05/12/2015 08:23:26	Betsy Hohmann	Dealer evaluated the vehicle. BMW NA offered goodwill to repair and return vehicle to OEM stock. A signed release is on file.

Activity Info

Activity #: 1-1ZL88HW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jayme O'Brien
Created Dt: 03/03/2015 14:06:55
Created By: Jayme O'Brien
Updated Dt: 03/03/2015 14:08:12
Updated By: Jayme O'Brien
Description: Thermal event - Power steering issues

Note Create Dt.	Note Created By	Note Type	Note
03/03/2015 14:07:01	Jayme O'Brien	Customer Interaction	Cust states has an '03 power steering went out Cust states pump went out 2 years ago and he replaced it himself Cust states last month the thermal incident took place in the garage, electrical system malfunction, wiring harness crumbled in his hand Cust states was told to bring it to MINI of Birmingham Only the harness was harmed when thermal event occurred

Activity Info

Activity #: 1-1ZKXAE2 **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Christina Hiatt
Created Dt: 03/03/2015 14:11:45
Created By: Christina Hiatt
Updated Dt: 03/03/2015 14:17:08
Updated By: Christina Hiatt
Description: ESCALATION – Jayme Obrien >

Note Create Dt.	Note Created By	Note Type	Note
03/03/2015 14:13:55	Christina Hiatt	Customer Interaction	c/s: Bought privately in 2006 Power steering malf Tried to purchase from a mini dlr but part was \$400-\$500 more at the dlr Cust installed part himself Is an OEM part Dlr adv its not an OEM part – they denied covering it c/s: last month, veh had a thermal event in garage feels was due to power steering pump – elec sys not being correct harness melted everyone is ok garage did fill with smoke no smoke damage/property damage c/s: veh at mini Birmingham will be picking it up this evening wants the pump and harness to be covered dlr adv they will not cover it under warranty best contact #: [REDACTED] wtr adv will forward info to approp parties for further revw and someone will be in contact within 1-3 bd.

Activity Info

Activity #: 1-1ZLFVTJ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Christina Hiatt
Created Dt: 03/03/2015 14:22:04
Created By: Christina Hiatt
Updated Dt: 03/03/2015 14:22:47
Updated By: Christina Hiatt
Description: Email to LC >

Note Create Dt.	Note Created By	Note Type	Note
03/03/2015 14:22:23	Christina Hiatt	Corporate Interaction	From: Hiatt Christina, (Christina.Hiatt@bmwfs.com) Sent: Tuesday, March 03, 2015 2:22 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] - SR: 201506202279 Hi Lisa, I have assigned to you for further review. The customer's best contact is: [REDACTED] Thanks! Kind regards, Christina BMW of North America, LLC Christina Hiatt Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-1ZMWU34 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 03/04/2015 10:44:00
Created By: Lisa Crean
Updated Dt: 03/04/2015 10:44:52
Updated By: Lisa Crean
Description: Cust states last month the thermal incident took place in the garage, electrical system malfunction, wiring harness crumbled in his hand

Note Create Dt.	Note Created By	Note Type	Note
			From: Hiatt Christina, (Christina.Hiatt@bmwfs.com) Sent: Tuesday, March 03, 2015 2:22 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] - SR: [REDACTED] Hi Lisa, I have assigned to you for further review. The customer's best contact is:

03/04/2015 10:44:18	Lisa Crean	Corporate Interaction	(205) 612-9263 Thanks! Kind regards, Christina BMW of North America, LLC Christina Hiatt Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 210 8933 Fax: 614 789 1992 E-mail: christina.hiatt@bmwfs.com Web: bmwusa.com
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Activity Info

Activity #: 1-1Z004HL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/05/2015 11:26:59
Created By: Betsy Hohmann
Updated Dt: 03/05/2015 11:26:59
Updated By: Betsy Hohmann
Description: LM VM for Mark on 205-612-9263.

Activity Info

Activity #: 1-1ZUTEDU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/09/2015 14:50:01
Created By: Betsy Hohmann
Updated Dt: 03/09/2015 15:04:28
Updated By: Betsy Hohmann
Description: Spoke to Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/09/2015 15:00:15	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Monday, March 09, 2015 3:00 PM To: '57mse10@gmail.com' Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] Thank you for taking the time to speak with me regarding the concerns you have with your MINI Cooper. As we discussed, please forward all of the documentation you have regarding the power steering pump replacement for review. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-1ZUTEL9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/09/2015 15:49:37
Created By: Betsy Hohmann
Updated Dt: 03/09/2015 15:49:37
Updated By: Betsy Hohmann
Description: Previous activity should have been coded e-mail.

Activity Info

Activity #: 1-1ZUTEVW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/09/2015 15:50:14
Created By: Betsy Hohmann
Updated Dt: 03/09/2015 15:50:43

Updated By: Betsy Hohmann
Description: Spoke to Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/09/2015 15:50:33	Betsy Hohmann	Customer Interaction	Spoke to Mark, C/S he had the p/steering pump fail, no fire, around Jan or Feb 2013 before he was aware of the extended component coverage. C/S he purchased a ZF pump from independent because it was \$200 cheaper than the dealer. C/S when he became aware of extended component coverage and that a refund was possible he contacted the local dealer who told him they can't do anything because he didn't purchase the part from an authorized MINI dealer. C/S In Dec 2014 the wire harness to pump caught fire. C/S he contacted the local MINI dealer in Alabama who asked him to provide all of his documents, the Service Advisor gave them to the warranty claims manager at the BMW dealer who said there was nothing they could do. I confirmed the parts would have to be OEM for us to assist, but I asked him to forward his docs for review. C/S he purchased the vehicle privately in 2006 with 36,000 miles.

Activity Info

Activity #: 1-20LTZH5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/17/2015 10:31:59
Created By: Betsy Hohmann
Updated Dt: 03/17/2015 10:51:29
Updated By: Betsy Hohmann
Description: Mark, story, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/17/2015 10:32:21	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Saturday, March 14, 2015 3:08 PM To: Hohmann Betsy, B2-US-H-31 Subject: RE: Your 2003 MINI Cooper S; VIN# [REDACTED] Importance: High Betsy, Here is the Information that you requested. I apologize for the delay in getting it to you. Unfortunately situations at work this past week did not afford me the opportunity to put the information together for you until today. To recap... In February of 2013 My power steering pump failed. When I called Mini of Birmingham about the part I was given a price of (I believe) in the \$800-\$900 range. (I was not informed of an issue with the pump when I called to check on the replacement part). In researching I found that the pump was made by ZF and I was able to find the exact same (OEM) pump from Car Parts Warehouse for around \$600 so I order the part from them and them bought the necessary hoses and power steering fluid from Mini of Birmingham. (The fan had been replaced a few years earlier because I had read that they were prone to failure causing power steering pump issues so I replaced it in an attempt to prevent a pump failure). After installing the replacement pump I read on a forum (may have been North American Motoring) that Mini had settled a claim that the pumps were defective and that the Warranty had been extended on the pumps so I contacted Mini of Birmingham about it. I was told that yes, if I had replaced the pump prior to the "settlement" that I could be reimbursed for the pump, additional parts (fluid and fan), and labor. I informed them that I had replaced the part myself so there was no labor involved. I took my paper work to Mini of Birmingham to have a reimbursement claim processed. After a week with no contact from Mini of Birmingham, I reached out to them to find out what the status was and I was told that someone would call me back with a status. I week or so later without hearing from anyone, I reached out again to Mini of Birmingham and this time I was told that they simply discarded my claim because I had not purchased the part from Mini. I attempted to contact Mini USA at this point but was told by a representative of Mini USA that they would not assist me with the issue. On January 16th, 2015 my wife entered the garage to find the garage full of smoke. Not knowing where it was coming from she called the fire department and left the house with my children to await the fire department. The fire department determined the smoke to be "electrical" in nature but did not determine its source so they killed the power to the house and instructed us to contact an electrician before turning the power back on. After determining that it was not related to the houses electrical system, power was restored to the house. A few days later I began to pull the car out of the garage (for the first time since the "smoke" incident, and noticed that I had no power steering. Unsure of what the issue was I returned the car to the garage to check the fluid level. When I did so I found that the fluid levels were fine but there was the strong pungent residual smell of an electrical fire (the same smell that had previously filled the garage). Upon further investigation I found that the power steering pump wiring harness was burnt (the wires were crisp with the insulation melted off and the

connector; both the harness side and the pump side, crumbled under my touch. Unable to reach anyone at Mini of Birmingham, I contacted Mini of Nashville and I explained the entire situation to them. They told me that it did not matter that I had not purchased the pump directly from Mini as long as it was an OEM part and if I would get the car to them that they would take care of it under the extended Warranty program. I explained that I was calling from Birmingham and because the car was not drivable (at least for that distance) I would need to take it to Mini of Birmingham. I finally got in touch with the service desk at Mini of Birmingham and explained the situation to them. The also informed me that they would take care of it under the warranty program as long as the replacement part had been an "OEM" part. They even said that they might be able to process a reimbursement now from when I purchased the part in 2013. They said to bring the car in ASAP along with the paperwork for the replacement part. I took them the car and the paperwork to begin the process of repairing the car as well as investigating the possibility of reimbursement. When I got the car to them, they acted like they knew nothing of the conversation and said that they would have to have their warranty person take a look at the paperwork. I was called the next day and was told that there was nothing that they could do to help me and I could come pick up the car; so I did. I was provided no documentation by Mini of Birmingham regarding this situation. (There was not even a work order written up when I dropped off the car; they simply took down my name and number on a scratch piece of paper). At this point I began looking into what options I had to resolve the situation. It was at this point that I opted to contact Mini USA again in attempt to resolve the issue outside of legal channels. At this time, all I am trying to do is to 1) get my car fixed and 2) receive reimbursement for the original part replacement. Please let me know what I can do to help resolve this issue. Sincerely, [REDACTED]

Activity Info

Activity #: 1-20LTZKN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/17/2015 10:51:29
Created By: Betsy Hohmann
Updated Dt: 03/17/2015 10:52:33
Updated By: Betsy Hohmann
Description: Mark, receipts, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/17/2015 10:51:58	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Tuesday, March 17, 2015 10:51 AM To: [REDACTED] [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] Thank you for providing the details related to your MINI Cooper. Are you able to provide the receipt from MINI of Birmingham for the hoses and power steering fluid, and the repair order from when presented your vehicle and they denied you any assistance? Kind regards, Betsy ----- ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-20MO4DF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/17/2015 13:32:07
Created By: Betsy Hohmann
Updated Dt: 03/17/2015 13:32:07
Updated By: Betsy Hohmann
Description: Previous activity should have been coded out-bound.

Activity Info

Activity #: 1-20MO4DI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann

Created Dt: 03/17/2015 13:32:46
Created By: Betsy Hohmann
Updated Dt: 03/17/2015 13:33:25
Updated By: Betsy Hohmann
Description: Mark, will send, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/17/2015 13:33:09	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Tuesday, March 17, 2015 1:07 PM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Betsy, I should be able to get you the receipts for the hose and fluid but they never wrote a work order for me. Mark

Activity Info

Activity #: 1-20MO4J7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/17/2015 13:33:25
Created By: Betsy Hohmann
Updated Dt: 03/17/2015 13:34:05
Updated By: Betsy Hohmann
Description: Mark, send what you have, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/17/2015 13:33:58	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Tuesday, March 17, 2015 1:32 PM To: 'Mark E' Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] Just send what you have. Regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-21E7BUX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/24/2015 11:27:41
Created By: Betsy Hohmann
Updated Dt: 03/24/2015 11:30:25
Updated By: Betsy Hohmann
Description: Mark, receipts, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
03/24/2015 11:28:03	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Sunday, March 22, 2015 11:53 PM To: Hohmann Betsy, B2-US-H-31 Subject: RE: Your 2003 MINI Cooper S; VIN# [REDACTED] Betsy, Here are the receipts for the fan, hose, and hydraulic fluid. Mark

Activity Info

Activity #: 1-21E7BV3 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/24/2015 11:30:54
Created By: Betsy Hohmann

Updated Dt: 03/24/2015 12:10:01
Updated By: Betsy Hohmann
Description: Spoke to Serv Mgr Jeff Crane, we will ask customer to present vehilce regarding thermal activity & ask them to provide photos & insight.

Activity Info

Activity #: 1-21E7CSP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/24/2015 11:53:19
Created By: Betsy Hohmann
Updated Dt: 03/24/2015 11:53:19
Updated By: Betsy Hohmann
Description: LM VM for Mark on 205-612-9263.

Activity Info

Activity #: 1-21E7CSS **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/24/2015 12:07:38
Created By: Betsy Hohmann
Updated Dt: 03/24/2015 12:08:35
Updated By: Betsy Hohmann
Description: Jeff, photos & insight, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/24/2015 12:08:04	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Tuesday, March 24, 2015 12:07 PM To: 'jeffery.crane@miniofbirmingham.com' Subject: VIN# [REDACTED] 2003 MINI Cooper S Mark Ellenberger - Thermal complaint Jeff, As we discussed, this customer contacted us regarding a thermal event involving a wire harness in the engine compartment. Please have your shop foremen provide some photos of the affected areas and insight into the cause. I will contact the customer and advise him to schedule an appointment, then follow up with you regarding any alternate transportation arrangements. Kind regards, Betsy BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-21F68PD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/24/2015 12:55:27
Created By: Betsy Hohmann
Updated Dt: 03/24/2015 13:09:56
Updated By: Betsy Hohmann
Description: Spoke to Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/24/2015 12:59:56	Betsy Hohmann	Dealer Interaction	Spoke to [REDACTED] We would like him to present his vehicle to MINI of Birmingham to be evaluated. C/S he recently had surgery and might be some time before he can get the vehicle there.

Activity Info

Activity #: 1-21ZFHVG **Email Body:**
Status: Done
Type: General
Assigned To: Betsy Hohmann
Created Dt: 03/30/2015 14:32:26
Created By: Betsy Hohmann
Updated Dt: 03/30/2015 14:32:26
Updated By: Betsy Hohmann
Description: Pending customer presenting vehicle, customer recovering from surgery.

Activity Info

Activity #: 1-22LGOEY **Email Body:**
Status: Done
Type: General
Assigned To: Betsy Hohmann
Created Dt: 04/06/2015 09:32:55
Created By: Betsy Hohmann
Updated Dt: 04/06/2015 09:32:55
Updated By: Betsy Hohmann
Description: Pending customer presenting vehicle, customer recovering from surgery.

Activity Info

Activity #: 1-238A541 **Email Body:**
Status: Done
Type: General
Assigned To: Betsy Hohmann
Created Dt: 04/13/2015 10:05:43
Created By: Betsy Hohmann
Updated Dt: 04/13/2015 10:05:43
Updated By: Betsy Hohmann
Description: Pending customer presenting vehicle, customer recovering from surgery.

Activity Info

Activity #: 1-23T4KZX **Email Body:**
Status: Done
Type: General
Assigned To: Betsy Hohmann
Created Dt: 04/20/2015 10:56:44
Created By: Betsy Hohmann
Updated Dt: 04/20/2015 10:56:44
Updated By: Betsy Hohmann
Description: Pending customer presenting vehicle, customer recovering from surgery.

Activity Info

Activity #: 1-23UPSSI **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Betsy Hohmann
Created Dt: 04/20/2015 15:26:12
Created By: Betsy Hohmann
Updated Dt: 04/20/2015 15:26:41
Updated By: Betsy Hohmann
Description: Mark, need name, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/20/2015 15:26:33	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Monday, April 20, 2015 2:14 PM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Betsy, Could you please tell me who you have been speaking with at Mini of Birmingham? I just called to set up an appointment and they knew nothing about it. I would like to have some names when I drop it off so that I do not get the usual run-around. Thanks, [REDACTED]

Activity Info

Activity #: 1-23UPS71 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/20/2015 15:28:42
Created By: Betsy Hohmann
Updated Dt: 04/20/2015 15:29:07
Updated By: Betsy Hohmann
Description: Jeff, customer will contact, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/20/2015 15:29:01	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Monday, April 20, 2015 3:28 PM To: 'jeffery.crane@miniofbirmingham.com' Subject: VIN# [REDACTED] 2003 MINI Cooper S Mark Ellenberger - Thermal complaint Jeff, This customer will be contacting your facility shortly to present his vehicle. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-23UPS75 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/20/2015 15:29:07
Created By: Betsy Hohmann
Updated Dt: 04/20/2015 15:33:03
Updated By: Betsy Hohmann
Description: Mark, Ser Mgr is aware, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/20/2015 15:31:25	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Monday, April 20, 2015 3:31 PM To: 'Mark E' Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] Thank you for reaching out to us, the Service Manager Jeffrey Crane is aware of your situation. Please let me know your appointment date. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services B2-US-H-31

Activity Info

Activity #: 1-23UPSGA **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/20/2015 16:23:13
Created By: Betsy Hohmann
Updated Dt: 04/20/2015 16:25:40
Updated By: Betsy Hohmann
Description: Mark, will drop tomorrow, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/20/2015 16:23:31	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Monday, April 20, 2015 4:04 PM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Thanks for the info. They said to just bring it by whenever it was convenient for me so my plan is to take it tomorrow morning somewhere between 7:30 and 8:00am. Mark

Activity Info

Activity #: 1-24E1JE7 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/27/2015 14:47:57
Created By: Betsy Hohmann
Updated Dt: 04/27/2015 14:50:08
Updated By: Betsy Hohmann
Description: Jeff, did customer present vehicle, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/27/2015 14:48:42	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Monday, April 27, 2015 2:48 PM To: 'jeffery.crane@miniofbirmingham.com' Subject: VIN# [REDACTED]; 2003 MINI Cooper S [REDACTED] - Thermal complaint Jeff, Did this customer present their vehicle? Kind regards, Betsy [REDACTED] BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-24GHMPE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/28/2015 08:59:35
Created By: Betsy Hohmann
Updated Dt: 04/28/2015 09:00:02
Updated By: Betsy Hohmann
Description: Mark, haven't heard, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/28/2015 08:59:56	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Tuesday, April 28, 2015 8:56 AM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Betsy, I was just wondering if you had heard anything from Mini of Birmingham regarding my car. I dropped it off past Thursday and I have not heard any thing from them yet. Thanks, Mark

Activity Info

Activity #: 1-24GHMQO **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Betsy Hohmann
Created Dt: 04/28/2015 09:00:02
Created By: Betsy Hohmann
Updated Dt: 04/28/2015 09:35:57
Updated By: Betsy Hohmann
Description: Mark, reached out, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/28/2015 09:00:32	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Tuesday, April 28, 2015 8:59 AM To: [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] Mark, I reached out to the Service Manager yesterday and am waiting for a response. I will follow-up with you once I hear from them. Kind regards, Betsy [REDACTED] BMW of North America, LLC Betsy Hohmann Executive Customer Care

Activity Info

Activity #: 1-24GHMUS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/28/2015 09:35:57
Created By: Betsy Hohmann
Updated Dt: 04/28/2015 09:38:31
Updated By: Betsy Hohmann
Description: Mark, sent pics, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/28/2015 09:36:14	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Tuesday, April 28, 2015 9:29 AM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# TD58530 Betsy, I finally spoke to the service advisor (not that he bothered to return my call; I had to call him again) and he said that Shane, the shop foreman, said he sent you the pictures you asked for last Thursday or Friday. Have you seen anything from him? Thanks, [REDACTED]

Activity Info

Activity #: 1-24L3J7M **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 13:54:55
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 13:55:38
Updated By: Betsy Hohmann
Description: Mark, did dealer, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 13:55:24	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Wednesday, April 29, 2015 10:16 AM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Did you ever receive anything from Tom Williams Mini? The service manager was suppose to contact me yesterday but as usual I did not get a call from anyone. I have honestly about had it with this whole process. I know some of the delay has been on me but I haven't had a car to drive for over 4 months now. [REDACTED]

Activity Info

Activity #: 1-24LINF6 **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 13:55:38
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 13:57:31
Updated By: Betsy Hohmann
Description: Jeff, diag & photos, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 13:56:17	Betsy Hohmann	Dealer Interaction	From: Crane, Jeffery S. [mailto:Jeffery.Crane@miniobirmingham.com] Sent: Wednesday, April 29, 2015 10:27 AM To: Hohmann Betsy, B2-US-H-31 Cc: schaffrick Julie, (Julie.schaffrick@bmwnaext.com) Subject: FW: VIN# [REDACTED], 2003 MINI Cooper S [REDACTED] - Thermal complaint From: Dutton, Joshua S. Sent: Monday, April 27, 2015 2:59 PM To: Crane, Jeffery S. Cc: Julie.schaffrick@bmwnaext.com Subject: RE: VIN# T [REDACTED], 2003 MINI Cooper S Mark Ellenberger - Thermal complaint The power steering pump that was installed on the vehicle is an Aftermarket OEM pump. I did not find any signs of improper installation of part. The power steering pump and related components(harness, hoses, etc) have the same signs of failure as past vehicles which have factory pumps on them. The cause could potentially be two main areas, poor contact at electrical connections on pump or from failure of pump cooling fan. Both situations cause excessive heat buildup of component creating the potential situation of this thermal failure to occur. This factory component does have an extended warranty coverage which would have covered this failure. Customer did provide us with the original pump which had failed. How would you like us to proceed on the repair of damaged components seeing as the aftermarket pump would not be covered. I also attached pictures. Thank You. From: Crane, Jeffery S. Sent: Monday, April 27, 2015 1:56 PM To: Dutton, Joshua S. Cc: Julie.schaffrick@bmwnaext.com Subject: FW: VIN# [REDACTED] 2003 MINI Cooper S [REDACTED] - Thermal complaint Mr. Dutton, what have you found?

Activity Info

Activity #: 1-24LINFA **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 14:01:39
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 14:02:19
Updated By: Betsy Hohmann
Description: SPI, desk review, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 14:02:08	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Wednesday, April 29, 2015 2:01 PM To: DL-SPI_Assignment_PA Subject: CR [REDACTED] p/Steering thermal event - Desk review Good day, Please evaluate for customer complaint of a thermal event at the wire harness for the p/steering pump. See Properties for dealer supplied notes and photos, and customer supplied invoices and advise if a full inspection is needed. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-24LINI6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 14:03:15
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 16:02:43
Updated By: Betsy Hohmann
Description: Spoke to Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 16:02:22	Betsy Hohmann	Customer Interaction	Spoke to [REDACTED] C/S he's frustrated and wants to know what's going on. I confirmed the dealer provided info on the condition of the vehicle which is being reviewed by our Engineering group, once they provide direction I will follow-up with him. C/S he appreciates the follow-up.

Activity Info

Activity #: 1-24LINI8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 14:12:49
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 14:13:17
Updated By: Betsy Hohmann
Description: Jeff, will review, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 14:13:09	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Wednesday, April 29, 2015 2:13 PM To: 'Crane, Jeffery S.' Subject: VIN# [REDACTED] 2003 MINI Cooper S [REDACTED] - Thermal complaint Jeff, Thanks for the photos and analysis, they will be reviewed by Engineering. We will provide direction once their review is complete. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-24LPKEF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 15:27:17
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 15:33:20
Updated By: Betsy Hohmann
Description: Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 15:27:50	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Wednesday, April 29, 2015 1:19 PM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] Gets y, I need to talk to you I guess. I finally got a call back from Tom Williams and was told that they are not dealing with you but are dealing with their area rep and if she wants to send something to you she will. Really feels like a run around here.

Activity Info

Activity #: 1-24MQNA **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 15:58:36
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 15:58:36
Updated By: Betsy Hohmann
Description: Spoke to Mark, advise dealer to repair to OEM specs, refund customer for ZF pump.

Activity Info

Activity #: 1-24M0QNF **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 16:06:35
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 16:06:59
Updated By: Betsy Hohmann
Description: Mark, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 16:06:53	Betsy Hohmann	Product Analysis Interaction	From: Yeldham Mark, EG-8-US-4 Sent: Wednesday, April 29, 2015 4:02 PM To: Hohmann Betsy, B2-US-H-31 Subject: RE: CR [REDACTED] [REDACTED] p/Steering thermal event - Desk reviewand do you know if he was driving when it failed? BMW Group Mark Yeldham Special Product Investigation Manager

Activity Info

Activity #: 1-24M0QS9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 16:06:59
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 16:06:59
Updated By: Betsy Hohmann
Description: Spoke to Mark, vehicle was parked and hadn't been driven for a week or so.

Activity Info

Activity #: 1-24M0QSC **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 16:07:33
Created By: Betsy Hohmann
Updated Dt: 04/29/2015 16:08:11
Updated By: Betsy Hohmann
Description: Mark, parked, see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2015 16:08:05	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Wednesday, April 29, 2015 4:06 PM To: Yeldham [REDACTED] EG-8-US-4 Subject: FW: CR [REDACTED] [REDACTED] p/Steering thermal event - Desk review Vehicle was parked, and had not been driven for several days, possible a week or so.

Activity Info

Activity #: 1-24M0QSG **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/29/2015 16:08:46
Created By: Betsy Hohmann

Updated Dt: 04/29/2015 16:08:46
Updated By: Betsy Hohmann
Description: LM VM for Serv Mgr Jeff Crane.

Activity Info

Activity #: 1-24NZYMX **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 04/30/2015 09:36:13
Created By: Betsy Hohmann
Updated Dt: 04/30/2015 09:42:09
Updated By: Betsy Hohmann
Description: Mark, thanks, see notes.

Nota Create Dt.	Note Created By	Note Type	Note
04/30/2015 09:36:37	Betsy Hohmann	Product Analysis Interaction	From: [REDACTED], EG-8-US-4 Sent: Wednesday, April 29, 2015 4:32 PM To: Hohmann Betsy, B2-US-H-31 Subject: RE: CR [REDACTED] b/Steering thermal event - Desk review Very good, thank you. BMW Group Mark Yeldham Special Product Investigation Manager

Activity Info

Activity #: 1-24YU6T6 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/04/2015 12:28:06
Created By: Betsy Hohmann
Updated Dt: 05/04/2015 12:33:59
Updated By: Betsy Hohmann
Description: LM VM for Serv Mgr Jeff Crane on general service mail box re: please call regarding [REDACTED]

Activity Info

Activity #: 1-24YU6TA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/04/2015 12:34:20
Created By: Betsy Hohmann
Updated Dt: 05/04/2015 12:34:59
Updated By: Betsy Hohmann
Description: LM VM for Mark on 205-612-9263.

Activity Info

Activity #: 1-252HPGD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/05/2015 11:28:50
Created By: Betsy Hohmann
Updated Dt: 05/05/2015 11:28:50
Updated By: Betsy Hohmann

Description: RVM from Serv Mgr Jeff, please call 205-745-4721.

Activity Info

Activity #: 1-252HPGG **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/05/2015 11:29:53
Created By: Betsy Hohmann
Updated Dt: 05/05/2015 11:29:53
Updated By: Betsy Hohmann
Description: LM VM for Serv Mgr Jeff on 205-745-4721

Activity Info

Activity #: 1-252Y1NU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/05/2015 11:51:41
Created By: Betsy Hohmann
Updated Dt: 05/05/2015 11:51:41
Updated By: Betsy Hohmann
Description: Spoke to Serv Mgr Jeff, we will offer GW to customer, we want to return the vehicle to stock condition. I will follow-up with an e-mail authorization if he agrees.

Activity Info

Activity #: 1-252Y1NW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/05/2015 11:55:44
Created By: Betsy Hohmann
Updated Dt: 05/05/2015 12:02:35
Updated By: Betsy Hohmann
Description: Spoke to Mark, offered GW to return vehicle to OEM specs, will return ZF pump to him. C/S he agrees. I will send an e-mail.

Activity Info

Activity #: 1-252Y100 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/05/2015 12:19:47
Created By: Betsy Hohmann
Updated Dt: 05/05/2015 12:20:36
Updated By: Betsy Hohmann
Description: Mark, GW offer, see notes & Properties.

Note		
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Note Create Dt.	Created By	Note Type	Note
05/05/2015 12:20:11	Betsy Hohmann	Customer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Tuesday, May 05, 2015 12:19 PM To: [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] - Goodwill offer [REDACTED]. As we discussed, please review, sign, and send the release back to me as soon as you can. Upon receipt, I will forward the repair authorization to MINI of Birmingham. Also, please have the original release notarized and mailed back to me at your earliest convenience. To the address stated below. Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Betsy [REDACTED] ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services

Activity Info

Activity #: 1-256XYNA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/06/2015 13:34:38
Created By: Betsy Hohmann
Updated Dt: 05/06/2015 13:47:05
Updated By: Betsy Hohmann
Description: Mark, signed GW offer, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
05/06/2015 13:35:04	Betsy Hohmann	Customer Interaction	From: [REDACTED] Sent: Wednesday, May 06, 2015 12:35 PM To: Hohmann Betsy, B2-US-H-31 Subject: Re: Your 2003 MINI Cooper S; VIN# [REDACTED] - Goodwill offer Betsy, Attached is a preliminary signed copy of the agreement. If all goes as planned, I should be able to have the original notarized tomorrow. Thanks for your help with this process, [REDACTED]

Activity Info

Activity #: 1-256XYOU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/06/2015 14:29:24
Created By: Betsy Hohmann
Updated Dt: 05/06/2015 14:31:22
Updated By: Betsy Hohmann
Description: Jeff, GW SPI repair auth, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
05/06/2015 14:29:49	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Wednesday, May 06, 2015 2:29 PM To: 'Crane, Jeffery S.' Subject: VIN# [REDACTED] 2003 MINI Cooper S [REDACTED] - Goodwill SPI Authorization Jeff, BMW of North America, LLC ("BMW NA") is providing goodwill assistance to the above referenced customer by covering the parts and labor at warranty rates for the power steering pump and related components (harness, hoses, etc) to return those components to OEM stock. Please return the aftermarket power steering pump to the customer. There is no rental coverage being provided. Goodwill Repair - Claim Reimbursement After the repair is completed, invoice your repair order (labor, parts, sublet) as you would a Field Authorization repair. Claim entry defect code information will be provided in the goodwill authorization "Comments" field. Scan and e-mail legible copies of the completed repair order (Accounting copy, including diagnostic printouts) to Lisa Crean (Lisa.Crean@bmwnaext.com) together with the cover sheet attached to this email. Lisa's phone is 201-571-5865, for any questions. Upon repair order receipt, review and goodwill repair approval, BMW NA will provide a goodwill authorization number that will include the repair participation dollar amounts and additional instructions, as necessary. This goodwill authorization is provided in DCSnet as described below. Please submit the claim exactly as outlined. Goodwill Repair - Authorization Number The goodwill repair Authorization Number, including the Participation and Comments (repair details), is provided through the Authorization Confirmation Report in DCSnet. This report is accessed

either from the "To Do List" or from the path: Service>Reports>Claim Reports>Select a Report (drop down) - Authorization Confirmation. Important: The goodwill repair authorization number must be entered, prior to claim submission to BMW NA, in the "Authorization Nbr" field. This field is located in the upper left-hand corner of the Repair Order or Claim Line Item Detail screen. Please contact me directly if you have any questions. Kind regards, Betsy -----
 - BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-256XYOY **Email Body:**
Status: Done
Type: Final Customer Contact
Assigned To: Betsy Hohmann
Created Dt: 05/06/2015 14:33:07
Created By: Betsy Hohmann
Updated Dt: 05/06/2015 14:38:31
Updated By: Betsy Hohmann
Description: Mark, repair auth, see notes.

Note Create Dt.	Note Created By	Note Type	Note
05/06/2015 14:33:33	Betsy Hohmann	Final Customer Contact	From: Hohmann Betsy, B2-US-H-31 Sent: Wednesday, May 06, 2015 2:33 PM To: [REDACTED] Subject: Your 2003 MINI Cooper S; VIN# [REDACTED] - Repair authorization Mark, We received your signed goodwill offer and have forward the repair authorization to the Service Manager at MINI of Birmingham. Please contact them regarding the repair status of your vehicle. Your patience has been appreciated. Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Executive Customer Care Customer Relations and Services



Service Request Detail #:200902801052

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Avon, CT [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 147450
Last Sale Date: 10/14/2003 00:00:00
In Service Date: 02/04/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200902801052
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 01/28/2009 12:52:55
Created By: Brandi Sturm
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: New Country MINI 20173
Date Closed: 03/25/2009 16:44:31

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV17	REPEAT REPAIR/COMEBACK	3200	3200	STEERING UNIT COMPONENTS
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Cust seeks assistance with recurring P/S fan issues

Solution Note:

Date	Created By	Solution
03/25/2009 16:41:50	Scott Kuchta	Offered \$1500 owner loyalty if provided with proof of purchase or lease of a new MINI at any time during the next year.

Attachments:

File Name	Comments
Epner - Customer Letter (Archived - Click for more information.)	
Epner - FU Customer Letter (Archived - Click for more information.)	

Activity Info

Activity #: 1-FDSAHB **Email Body:**
Status: Done
Type: General
Assigned To: Brandi Sturm
Created Dt: 01/28/2009 12:54:57
Created By: Brandi Sturm
Updated Dt: 01/28/2009 12:55:03
Updated By: Brandi Sturm
Description: Cust seeks assistance with recurring P/S fan issues

Activity Info

Activity #: 1-FGJKX0 **Email Body:**
Status: Done

Type: Initial Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/04/2009 18:24:42
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:28:05
Updated By: Darlene Hawley
Description: tt cust

Note Create Dt.	Note Created By	Note Type	Note
02/04/2009 18:25:15	Darlene Hawley	Initial Customer Interaction	reimbursement for power steering pump repair ? (fire ?) related to past warranty issue. right rear of car had another fire. insurance company paid for that. cust was told that power steering cooling fan on different circuit than pump so no GW? believes they are related bc had long history with power steering issue. writer advsd will review w svm.

Activity Info

Activity #: 1-FHXDWY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/09/2009 18:15:59
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:28:01
Updated By: Darlene Hawley
Description: lm for Jeff Lash - svm

Activity Info

Activity #: 1-FHXDX0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/09/2009 18:19:14
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:59
Updated By: Darlene Hawley
Description: lm for cust. advsd still researching

Activity Info

Activity #: 1-FJ1WT5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/12/2009 16:32:48
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:57
Updated By: Darlene Hawley
Description: lm for Jeff Lash again

Activity Info

Activity #: 1-FKCH7L **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/17/2009 16:40:37

Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:55
Updated By: Darlene Hawley
Description: tt Tim Parker - GM (Jeff Lash gone)

Activity Info

Activity #: 1-FM7Y41 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/23/2009 18:27:42
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:52
Updated By: Darlene Hawley
Description: lm for cust

Activity Info

Activity #: 1-FNY840 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 02/27/2009 16:36:07
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:50
Updated By: Darlene Hawley
Description: lm for Tim P

Note Create Dt.	Note Created By	Note Type	Note
02/27/2009 16:36:20	Darlene Hawley	Dealer Interaction	ooo...also all next week? new svm starts next week?

Activity Info

Activity #: 1-FPQ9T6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/04/2009 18:56:25
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:47
Updated By: Darlene Hawley
Description: lm for cust. advsd svc mgr is being replaced. apologized for delay w review

Activity Info

Activity #: 1-FQ2Q4A **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/05/2009 16:44:38
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:44
Updated By: Darlene Hawley
Description: lm for Tim (still out until next week)

Activity Info

Activity #: 1-FQ2Q4C **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Darlene Hawley
Created Dt: 03/05/2009 16:53:36
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:42
Updated By: Darlene Hawley
Description: tt Charlene Banks - SPI coord.

Note Create Dt.	Note Created By	Note Type	Note
03/05/2009 16:53:51	Darlene Hawley	Corporate Interaction	explained cust issue.. possible fire. advsd cust described as smoke from bonnet. advsd dlr is going through replacement of svm...GM has been contact but he has been ooo. she recommend try to verify the diagnosis with dealer. if necessary, fwd to them for review. writer advsd will do.

Activity Info

Activity #: 1-FRVGTL **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/11/2009 16:25:44
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:39
Updated By: Darlene Hawley
Description: lm for Tim Parker

Activity Info

Activity #: 1-FSL4CN **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/13/2009 15:33:52
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:36
Updated By: Darlene Hawley
Description: ret'd Tim's call

Activity Info

Activity #: 1-FSL4GF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/13/2009 16:00:47
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:33
Updated By: Darlene Hawley
Description: tt TIm

Note Create Dt.	Note Created By	Note Type	Note
03/13/2009	Darlene	Dealer	reviewed concern and advsd cust was given, from letter, that there is no relationship between the fan and the pump because they are on separate circuits. he advsd last (warr) visit in

16:00:58	Hawley	Interaction	6/06 writer advsd have RO from Jan of this year for the current or recent issue. began to review details... he advsd will review more on his end and cb.
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Activity Info

Activity #: 1-FTXAUQ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/17/2009 16:40:10
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:30
Updated By: Darlene Hawley
Description: Im for Tim

Activity Info

Activity #: 1-FUAD47 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/18/2009 16:25:42
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:28
Updated By: Darlene Hawley
Description: Im for Tim

Activity Info

Activity #: 1-FU05UK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/19/2009 14:12:25
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:25
Updated By: Darlene Hawley
Description: tt Tim, John Jeffries (svc dir),
and Rich DiAngelo svc advisor

Note Create Dt.	Note Created By	Note Type	Note
03/19/2009 14:13:09	Darlene Hawley	Dealer Interaction	writer advsd customer was primarily looking for coverage or assistance with the cost of the repair at \$2500. reviewed RO indicating that the electrical fire, resulting from a power steering pump failure, also caused damage to the engine harness and battery. GM, Svc Director, and Service Advisor involved in the repair advised that that this could have possibly been avoided had the customer taken care of the power steering issue earlier...they said there is typically noise and increased difficulty in steering when the pump begins to fail. No complaint of the power steering pump issue prior to 1/09 visit with the electrical fire. Last visit was in 2/07 for cooling fan at 105k miles and before that 6/06 for power steering fan. Writer advsd customer's main contention is that improper cooling during the life of the vehicle, based on a history with a power steering fan issue, caused this failure. They confirmed their original response that the pump and fan are on separate circuits so that probably isn't the case. beyond that, they were reluctant to speculate about the cause of the pump failure and subsequent electrical fire. they asked if a field engineer would become involved. Writer advsd depends on the situation and we don't make that guarantee. Based on all details of the situation, they did not feel GW was in order.

Activity Info

Activity #: 1-FU060J **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Darlene Hawley
Created Dt: 03/19/2009 14:24:34
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:22
Updated By: Darlene Hawley
Description: e-mail to Charlene Banks

Note Create Dt.	Note Created By	Note Type	Note
03/19/2009 14:24:45	Darlene Hawley	Corporate Interaction	provided details of discussion with Tim and John and asked if should forward for further review as SPI.

Activity Info

Activity #: 1-FUPFKM **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/19/2009 14:27:11
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:20
Updated By: Darlene Hawley
Description: Im for cust

Note Create Dt.	Note Created By	Note Type	Note
03/19/2009 14:27:20	Darlene Hawley	Customer Interaction	advsd reviewed and confirmed diagnoses; advice of past issues not related to current issue. advsd no assist based on details reviewed. asked to cb to further discuss.

Activity Info

Activity #: 1-FUPFW3 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brandi Sturm
Created Dt: 03/19/2009 14:59:11
Created By: Brandi Sturm
Updated Dt: 03/19/2009 14:59:50
Updated By: Brandi Sturm
Description: Follow Up Customer Letter received at Core. Attached for review

Activity Info

Activity #: 1-FUROY4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/19/2009 17:15:01
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:27:18
Updated By: Darlene Hawley
Description: Im for cust. asked cust to please return writer's call.

Note Create Dt.	Note Created By	Note Type	Note
03/19/2009 17:15:20	Darlene Hawley	Customer Interaction	advsd received most recent letter. asked to cb to discuss. explained we review with dealership because we do not have service records at our location. advsd it is necessary to review the history and diagnoses, etc with the svc center where he had work performed. advsd him writer

would OOO tomorrow but look forward to discussing.

Activity Info

Activity #: 1-FXJ8SQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Darlene Hawley
Created Dt: 03/24/2009 17:13:25
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:28:15
Updated By: Darlene Hawley
Description: Im for cust again. asked to cb

Activity Info

Activity #: 1-FXJ8SS **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Darlene Hawley
Created Dt: 03/24/2009 17:13:40
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:28:17
Updated By: Darlene Hawley
Description: e-mail Charlene again for advice about SPI

Activity Info

Activity #: 1-FXWBQO **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Darlene Hawley
Created Dt: 03/25/2009 09:23:16
Created By: Darlene Hawley
Updated Dt: 03/25/2009 09:28:43
Updated By: Darlene Hawley
Description: Charlene advsd to assign to her as SPI

Note Create Dt.	Note Created By	Note Type	Note
03/25/2009 09:23:34	Darlene Hawley	Corporate Interaction	advsd her this was reveiwed with dlr for GW request and declined. advsd her couple messages have recently been left for cust but call not returned.

Activity Info

Activity #: 1-FY5P21 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/25/2009 13:57:51
Created By: Scott Kuchta
Updated Dt: 03/25/2009 14:02:06
Updated By: Scott Kuchta
Description: sw svc director of New Country BMW...John Jeffries, at 860-240-7836. see notes

Note Create Dt.	Note Created By	Note Type	Note
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03/25/2009 13:58:34	Scott Kuchta	Dealer Interaction	Writer advised I see he's had discussion with CR about this case. John states he just arrived to dealer 4 weeks ago, but what he knows is the car was not regularly serviced at his dealer. Writer asked if cust did in fact pay full charge or if insurance paid? Writer also asked if MINI Market Team was ever contacted about this case. John states he believes the customer did pay in full, and he will get back to me today; believes market team was not contacted. Writer advised I am in SPI dept and if there is something we can do to help the customer, we will do it...looks like cust wants to buy another MINI. John took writer's number. John states he's been told by his service dept that the customer did not contact MINI corporate until after the repairs were already made, and the cust did not have issue with the need for repair at the time of the failure.
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Activity Info

Activity #: 1-FYIPYH
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/25/2009 16:19:41
Created By: Scott Kuchta
Updated Dt: 03/25/2009 16:41:41
Updated By: Scott Kuchta
Description: sw cust at 860-966-5008. see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
03/25/2009 16:20:10	Scott Kuchta	Customer Interaction	Writer apologized as I see it appears he's been going back and forth with MINI Customer Relations. Writer advised I am at the corporate office, and see his letters, in addition to the repair order. Cust states thanks for calling, and he sees many power steering fan complaints on line, thinks its a manufacturer problem, not a dealer problem. Cust states a fire did occur in January, and it could have been a bad situation. Writer apologized and advised MINI customers tend to be more vocal than other customers; advised this may lead him to believe all MINIs have a lot of problems. Writer advised parts fail over time and I see his car had 147k miles when his power steering pump failed per the repair order. Cust seemed to agree with this statement. Writer confirmed verbally that the cust did pay for the repairs at New Country MINI, and he is interested in a new MINI, cust states for the most part he has enjoyed the car. Writer advised I see the parts cost amounted to about \$1500, and MINI USA would like to see him stay with the brand if he gets a new car, and can offer an owner loyalty gesture of \$1500 if he buys or leases a new MINI within the next year's time, from any MINI dealer. Writer provided direct contact number and advised I can also be contacted via the address he sent his letters to. Cust states thank you. Writer advised I won't be contacting MINI dealers about this, he can negotiate his best deal. Writer advised all I'd need to see is proof of purchase or lease. Cust seemed to be happy with the offer.



Service Request Detail #:200906103625

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: UPLAND, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 97000
Last Sale Date: 06/12/2004 00:00:00
In Service Date: 04/28/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200906103625
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 03/02/2009 16:39:19
Created By: Cody Moore
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of Monrovia
Date Closed: 03/09/2009 15:12:52

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

cust. stts. that thermal event occurred in wiring to power steering, and ps pump also destroyed;

Solution Note:

Date	Created By	Solution
03/09/2009 15:12:13	Scott Kuchta	Repair authorization for power steering repairs, as goodwill, is in hands of MINI Monrovia. SPI approval. Cust signed release.
03/02/2009 17:07:36	DCS NET	goodwill parts

Activity Info

Activity #: 1-FON5PG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Cody Moore
Created Dt: 03/02/2009 16:43:03
Created By: Cody Moore
Updated Dt: 03/02/2009 16:48:46
Updated By: Cody Moore
Description: cust. stts. that thermal event occurred in wiring to power steering, and ps pump also destroyed;

Note Create Dt.	Note Created By	Note Type	Note
03/02/2009 16:43:06	Cody Moore	Customer Interaction	call b/c there is a problem with vehicle; not caused by her, vehicle almost caught on fire; 97,000; basically the thermal event occurred, noticed a smell in the car, the power steering went out, black soot all over the hood; noticed that all wires fried around power steering and power steering pump; cust. stts. taht occurred at night and she noticed the issue the next morning when vehicle

did not start; towed to Mini Cooper Autoshop (not certified center), spoke to Mini of Monrovia who advd. cust. to contact us;

Activity Info

Activity #: 1-FON5PL **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Cody Moore
Created Dt: 03/02/2009 16:48:05
Created By: Cody Moore
Updated Dt: 03/02/2009 16:48:55
Updated By: Cody Moore
Description: wrtr. alerted charlene of case;

Note Create Dt.	Note Created By	Note Type	Note
03/02/2009 16:48:47	Cody Moore	Corporate Interaction	Hello Charlene, Ms [REDACTED] stts. That the wiring connected to her power steering pump was burned up and there was soot all over the inside of her car, signaling a thermal event. The customer had the vehicle taken to a 3rd party shop (where currently is), she is requesting assistance in the repair of the pump and wiring, and other damage done by occurrence. I have advd. The cust. That she will need to get a diagnosis done by a certified mini dealer. More details in the note.

Activity Info

Activity #: 1-FON3FN **Email Body:**
Status: Done
Type: General
Assigned To: DCS NET
Created Dt: 03/02/2009 16:58:00
Created By: DCS NET
Updated Dt: 03/09/2009 15:12:51
Updated By: Scott Kuchta
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
03/02/2009 16:58:00	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 31642 on Mon Mar 02 16:57:58 EST 2009

Activity Info

Activity #: 1-FQ0I64 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/05/2009 16:09:45
Created By: Scott Kuchta
Updated Dt: 03/05/2009 16:17:35
Updated By: Scott K [REDACTED]
 [REDACTED] at [REDACTED]
 [REDACTED]. see notes

Note Create Dt.	Note Created By	Note Type	Note
03/05/2009 16:10:05	Scott Kuchta	Customer Interaction	Cust reports no injury. C/s on the morning of 2/24, she went into her garage where her MINI was parked, and smelled a toxic smell. c/s she started her car and backed out, and noticed the power steering was not working. c/s she looked under the hood and saw black soot in the engine compartment. c/s her father looked under the hood and found wiring damage to battery cable. c/s her garage could have been burned down. c/s she had the car towed to an independent mechanic because there is no MINI dealer close by. c/s the car has since been towed to MINI Monrovia for diagnosis; states Jim and Jose are the only service reps there. c/s she is original owner, understands

her vehicle is out of warranty, but thinks a wiring issue is not a typical wear and tear item. Writer advised BMWNA assists customers whenever possible, and I will speak with MINI Monrovia to see what can be done, and after diagnosis, she will get a call from either dealer or myself.

Activity Info

Activity #: 1-FQ0I69 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/05/2009 16:17:36
Created By: Scott Kuchta
Updated Dt: 03/05/2009 16:19:33
Updated By: Scott Kuchta
Description: called MINI Monrovia at 877-278-0090. Writer asked for Jerry Lytton, service and parts director. Receptionist states Jerry is in but out to lunch

Note Create Dt.	Note Created By	Note Type	Note
03/05/2009 16:18:29	Scott Kuchta	Dealer Interaction	Writer left message with Jerry, and advised I need to be kept in touch with this; need repair estimate after diagnosis. Left direct number and advised I will email.

Activity Info

Activity #: 1-FQ0I6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/05/2009 16:19:33
Created By: Scott Kuchta
Updated Dt: 03/05/2009 16:20:12
Updated By: Scott Kuchta
Description: emailed cust, per her request. see notes

Note Create Dt.	Note Created By	Note Type	Note
03/05/2009 16:19:49	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, March 05, 2009 4:02 PM To: 'aerickson@majco.com' Subject: Your 2004 MINI Cooper Hello Ms. [REDACTED], Thanks for your time today. As discussed, please fax the towing invoice to me, and you will hear from either myself, or MINI Monrovia as soon as the diagnosis is complete. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-FQ0IB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/05/2009 16:20:13
Created By: Scott Kuchta
Updated Dt: 03/05/2009 16:20:40
Updated By: Scott Kuchta
Description: emailed svc mgr; see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Kuchta Scott, V2-US-A-50 Sent: Thursday, March 05, 2009 4:09 PM To: 'Jerry.Lytton@Assaelautomotive.com' Subject: [REDACTED] / 2004 MINI Cooper / 97k

03/05/2009 16:20:27	Scott Kuchta	Dealer Interaction	miles Importance: High Hi Jerry: Please keep me posted on this vehicle. The customer contacted CR about fire damage under hood. After diagnosis, please fax or email the estimate, as SPI may goodwill the repairs. I'm here 8:30 - 4:30 EST. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Activity Info

Activity #: 1-FQ4DAX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 08:37:30
Created By: Scott Kuchta
Updated Dt: 03/06/2009 08:38:23
Updated By: Scott Kuchta
Description: received towing invoice dated 3/5/09, from the customer

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 08:38:15	Scott Kuchta	Dealer Interaction	-----Original Message----- From: [REDACTED] Sent: Thursday, March 05, 2009 5:47 PM To: Kuchta Scott, V2-US-A-50 Subject: Re: Your 2004 MINI Cooper Hi Scott, Please see the attached file for my receipt. Thanks, Amy

Activity Info

Activity #: 1-FQBDM2 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 12:11:38
Created By: Scott Kuchta
Updated Dt: 03/06/2009 12:13:48
Updated By: Scott Kuchta
Description: Spoke with MINI service cashier; she states service is busy, tried to page Jim (advisor) and states Jerry Lytton is busy; see notes

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 12:12:39	Scott Kuchta	Dealer Interaction	Writer left message with Jim (advisor). Writer advised I left message with Jerry, and email, yesterday. Writer advised it appears they've offered goodwill parts. Writer advised if cust agrees, release should be signed. Writer advised I am with SPI, perhaps parts and labor, at warranty rates, should be offered? Writer requested call back.

Activity Info

Activity #: 1-FQCS10 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 13:59:26
Created By: Scott Kuchta
Updated Dt: 03/06/2009 13:59:26
Updated By: Scott Kuchta
Description: Jerry left message at 1pm, requests cb to 626-358-4269

Activity Info

Activity #: 1-FQCS1Q **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 14:00:58
Created By: Scott Kuchta
Updated Dt: 03/06/2009 14:00:58
Updated By: Scott Kuchta
Description: LM with Jerry...receptionist stated he was not picking up. Writer left message requesting cb before 430pm today

Activity Info

Activity #: 1-FQE5L9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 14:51:09
Created By: Scott Kuchta
Updated Dt: 03/06/2009 14:53:30
Updated By: Scott Kuchta
Description: Jerry Lytton calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 14:51:24	Scott Kuchta	Dealer Interaction	Jerry states they found the car needs a new power steering pump, wiring harness, and probably a cooling fan; Jerry states they are writing up an estimate right now and will send to writer. Writer advised I will ask the customer to sign a release and advise the customer that the dealer agrees to offer the repair as goodwill gesture (part and labor) Writer advised there would be no market team involvement; I would email repair authorization to Jerry, and reimbursement instructions would be included.

Activity Info

Activity #: 1-FQE5LE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 15:34:14
Created By: Scott Kuchta
Updated Dt: 03/06/2009 15:37:04
Updated By: Scott Kuchta
Description: writer s/w Amy Erickson, advised I spoke with Jerry Lytton, service manager, MINI Monrovia; see notes

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 15:34:56	Scott Kuchta	Customer Interaction	writer advised Jerry and I agree to offer to cover the power steering system repairs as a goodwill gesture and to reimburse the towing charge of \$80. Writer advised the only caveat is a release needs to be signed for us to approve the repairs, as her vehicle is outside of the warranty period. Writer advised I will email release to her. Cust states thank you and states she agrees with our decision because a problem like this is not normal. Writer advised we assist customers whenever we can. Cust states can I send release to MINI Monrovia, as she will be near the dealer? Writer advised yes, I will email the release to service manager Jerry Lytton and she can sign it there.

Activity Info

Activity #: 1-FQFGK3 **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 15:37:04
Created By: Scott Kuchta
Updated Dt: 03/06/2009 15:46:49
Updated By: Scott Kuchta
Description: s/w Jerry Lytton; advised I told the customer his dealer and I agree to cover the power steering system repairs; see notes

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 15:37:33	Scott Kuchta	Dealer Interaction	Jerry asked if writer knows the car has 97k miles? Writer advised I am aware of that, and release needs to be signed in order for authorization of repairs. Jerry acknowledged this, and confirmed email address. Writer advised the customer may stop by later today. Writer advised I will send repair authorization in addition to release and tow receipt. Writer asked for Jerry to reimburse \$80 tow.

Activity Info

Activity #: 1-FQFGK8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/06/2009 15:46:49
Created By: Scott Kuchta
Updated Dt: 03/06/2009 15:53:38
Updated By: Scott Kuchta
Description: writer emailed release, repair authorization, tow invoice, RO cover sheet to Jerry Lytton. see notes

Note Create Dt.	Note Created By	Note Type	Note
03/06/2009 15:47:27	Scott Kuchta	Dealer Interaction	<p>-----Original Message----- From: Kuchta Scott, V2-US-A-50 Sent: Friday, March 06, 2009 3:47 PM To: 'Jerry Lytton' Subject: [REDACTED] / vin T [REDACTED] / 2004 Cooper Hi Jerry, As discussed, please see the attached release (needs customer signature and date), tow invoice (please cut a check if you can) and Repair Authorization. Please send the estimate to me, as well as the signed release. ***BMW NA cannot cover the repair costs as a goodwill gesture unless the customer signs the general release*** Regards, Scott 201-263-8267 -----Original Message----- From: Kuchta Scott, V2-US-A-50 Sent: Friday, March 06, 2009 3:28 PM To: 'Amy Erickson' Subject: RE: Your 2004 MINI Cooper Hi Amy, As we discussed, please sign, date, and fax back a copy of the attached release to (866)604-4704 as soon as you can. Or, please provide a copy to Jerry Lytton, Service Manager, MINI of Monrovia. Once the copy is provided, MINI of Monrovia will repair the power steering system. Also, if you can, please have the original release notarized and mailed back to me at your convenience. The address is: BMW of North America, LLC Attn: Scott Kuchta PO Box 1227 Westwood, NJ 07675-1227 Please contact me at (201) 263-8276 with any questions. I am available Monday-Friday, 8:30am - 4:30pm EST. Regards, Scott -----Original Message----- From: [REDACTED] Sent: Thursday, March 05, 2009 5:47 PM To: Kuchta Scott, V2-US-A-50 Subject: Re: Your 2004 MINI Cooper Hi Scott, Please see the attached file for my receipt. Thanks, Amy >>> 03/05/09 1:14 PM >>> Hello Ms. [REDACTED], Thanks for your time today. As discussed, please fax the towing invoice to me, and you will hear from either myself, or MINI Monrovia as soon as the diagnosis is complete. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-FQFGS5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta

Created Dt: 03/06/2009 15:53:38
Created By: Scott Kuchta
Updated Dt: 03/06/2009 15:53:38
Updated By: Scott Kuchta
Description: L/M with Jerry Lytton. Advised I emailed all documents necessary to Jerry.lytton@bmwofmonrovia.com. Requested cb w/ any questions.

Activity Info

Activity #: 1-FQT5IX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/09/2009 09:23:04
Created By: Scott Kuchta
Updated Dt: 03/09/2009 09:38:29
Updated By: Scott Kuchta
Description: received estimate from dealer. see notes

Note Create Dt.	Note Created By	Note Type	Note
03/09/2009 09:23:23	Scott Kuchta	Dealer Interaction	From: Jerry Lytton [mailto:jerry.lytton@bmwofmonrovia.com] Sent: Friday, March 06, 2009 7:31 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: [REDACTED] / 2004 MINI Cooper / 97k miles Hi scott The labor at warranty is 550.00 and the parts at warranty is 1120.00 . I received tour e mail with forms jerry

Activity Info

Activity #: 1-FQZIQ7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/09/2009 15:02:51
Created By: Scott Kuchta
Updated Dt: 03/09/2009 15:02:51
Updated By: Scott Kuchta
Description: received signed general release from customer.

Activity Info

Activity #: 1-FQZIQ9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/09/2009 15:03:27
Created By: Scott Kuchta
Updated Dt: 03/09/2009 15:03:58
Updated By: Scott Kuchta
Description: emailed release to svc mgr, along with go-ahead for repairs.

Note Create Dt.	Note Created By	Note Type	Note
03/09/2009 15:03:49	Scott Kuchta	Dealer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Monday, March 09, 2009 1:51 PM To: 'Jerry Lytton' Subject: RE: [REDACTED] / 2004 MINI Cooper / 97k miles Hi Jerry, Attached is the signed release. Please proceed with repairs, as per repair authorization. Can you write a check for

the towing reimbursement \$80, and place charge on RO for steering system repairs? Thanks Scott

Activity Info

Activity #: 1-FQZIW8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/09/2009 15:09:10
Created By: Scott Kuchta
Updated Dt: 03/09/2009 15:11:45
Updated By: Scott Kuchta
Description: sw Jerry Lytton: Jerry states they will get going on repairs; he has repair auth and signed release

Note Create Dt.	Note Created By	Note Type	Note
03/09/2009 15:09:35	Scott Kuchta	Dealer Interaction	Writer asked if Jerry can cut \$80 check for towing reimbursement. Jerry states yes he can get it done, and will writer \$80 sublet on repair order for power steering repairs. Writer advised the reimbursement will be thru SPI, not normal warranty claim.

Activity Info

Activity #: 1-FQZIWD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/09/2009 15:11:45
Created By: Scott Kuchta
Updated Dt: 03/09/2009 15:12:10
Updated By: Scott Kuchta
Description: see interaction with customer.
see notes

Note Create Dt.	Note Created By	Note Type	Note
03/09/2009 15:12:01	Scott Kuchta	Customer Interaction	<p>-----Original Message----- From: Kuchta Scott, V2-US-A-50 Sent: Monday, March 09, 2009 2:05 PM To: [REDACTED] Subject: RE: Your 2004 MINI Cooper Glad to help. -----Original Message----- From: [REDACTED] Sent: Monday, March 09, 2009 1:59 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: Your 2004 MINI Cooper OK, Great! Thanks again! >>> 03/09/09 9:56 AM >>> You're welcome! I think Jerry can write a check to you. If he can't (I will find out today), I will send a check to you, which would take about 30 days for you to receive. Regards, Scott -----Original Message----- From: [REDACTED] Sent: Monday, March 09, 2009 1:54 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: Your 2004 MINI Cooper Thanks Scott! As for the tow reimbursement...how is that taken care of? >>> 03/09/09 9:51 AM >>> Hi Amy, I will forward a repair authorization to MINI of Monrovia, along with the release. You can follow up with them if they do not call you within the next day or so, as to when your car will be ready. Regards, Scott -----Original Message----- From: [REDACTED] Sent: Monday, March 09, 2009 1:46 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: Your 2004 MINI Cooper Hi Scott, Attached is the signed release form. Can you forward to Mini of Monrovia since I do not have access to a fax machine? I will have this notarized. Thanks, [REDACTED]</p>



Service Request Detail #:201314800309

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Atlanta, GA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2003
Model: Cooper
Mileage: 195513
Last Sale Date: 05/12/2003 00:00:00
In Service Date: 05/12/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201314800309
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 05/28/2013 10:41:38
Created By: Erin Waugh
Rep Assigned: Jay Hanson
Assigned Dealer: [REDACTED]
Identified Dealer: Century MINI
Date Closed: 06/12/2013 09:55:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Power Steering Pump Complaint.

Solution Note:

Date	Created By	Solution
06/12/2013 09:54:38	Jay Hanson	Provided partial reimbursement for repairs. Received signed general release.

Activity Info

Activity #: 1-1BCLKDU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Erin Waugh
Created Dt: 05/28/2013 10:41:50
Created By: Erin Waugh
Updated Dt: 05/30/2013 22:22:21
Updated By: fm DupCustRemoval
Description: Power Steering Pump Complaint.
 See notes. >>

Note Create Dt.	Note Created By	Note Type	Note
05/28/2013 10:41:56	Erin Waugh	Customer Interaction	<< Cs was driving and power steering pump caught fire Cs veh is currently at MINI dlr and confirmed this caused the issue Cs wasn't injured during incident Cs other parts of veh were damaged Cust inq if repair can be covered under warranty extension Wtr apologized. Wtr adv will file complaint for review, and will receive f/u w/in 1-3 bd.

Activity Info

Activity #: 1-1BCLKE2 **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Erin Waugh
Created Dt: 05/28/2013 10:46:27
Created By: Erin Waugh
Updated Dt: 05/30/2013 22:22:21
Updated By: fm DupCustRemoval
Description: wtr emailed MJT. >>

Note Create Dt.	Note Created By	Note Type	Note
05/28/2013 10:46:36	Erin Waugh	Corporate Interaction	<< From: Waugh Erin, SF2-US-S-6 Sent: Tuesday, May 28, 2013 10:46 AM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR [REDACTED] Hi Mary Jane, Ms [REDACTED] contacted us today regarding her 2003 MINI Cooper. She advised her vehicle is currently at Century MINI in South Carolina for the power steering pump malfunction. She stated she was driving when the pump caught on fire and she had to stop the vehicle and contact the dealership. She is hoping she can have the repair covered under the extended warranty even though she has exceeded the mileage limitation. I have assigned the SR for further review and informed her she will receive follow up within one to three business days. Thanks! Kind regards, Erin Waugh ----- BMW of North America, LLC Erin Waugh Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 210 8993 Fax: 614 789 1992 E-mail: erin.waugh@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] mmediately. -----

Activity Info

Activity #: 1-1BH6GRI **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 05/31/2013 12:11:26
Created By: Jay Hanson
Updated Dt: 05/31/2013 12:11:26
Updated By: Jay Hanson
Description: Spoke with Joe at Century MINI - vehicle was repaired through insurance. Will fax RO.

Activity Info

Activity #: 1-1BMZ1QV **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/06/2013 12:34:51
Created By: Jay Hanson
Updated Dt: 06/06/2013 12:35:19
Updated By: Jay Hanson
Description: Email to Joe at Century MINI - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/06/2013 12:35:10	Jay Hanson	Dealer Interaction	From: Hanson Jay, B2-US-A-50 Sent: Thursday, June 06, 2013 12:35 PM To: 'joe.sham@century-bmw.com' Cc: 'joshua.duffany@century-bmw.com' Subject: SPI File - [REDACTED] Hi, Joe - I believe you and I spoke last week about this vehicle and you were going to send me a copy of the repair order for the replacement of the power steering pump and a few other components: Virginia Fairchild 2003 Cooper VIN: [REDACTED] I just wanted to follow up since I haven't received anything. Can you please either email me a copy to this address or fax it to (866) 796-3479? Thanks again for

your help. Kind regards, ----- BMW Group Jay L. Hanson Special
 Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227
 Westwood, NJ 07675-1227 Tel: 201 263 8246 Fax: 866 796 3479 Email: Jay.Hanson@bmwna.com
 Web: bmwusa.com

Activity Info

Activity #: 1-1BMZ1W5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/06/2013 14:34:49
Created By: Jay Hanson
Updated Dt: 06/06/2013 14:37:14
Updated By: Jay Hanson
Description: Received repair orders from center

Note Create Dt.	Note Created By	Note Type	Note
06/06/2013 14:35:07	Jay Hanson	Dealer Interaction	From: Sharp, Joseph W. [mailto:Joe.Sharp@century-bmw.com] Sent: Thursday, June 06, 2013 1:01 PM To: Hanson Jay, B2-US-A-50 Subject: [REDACTED] Dear Mr Hanson, I tried to fax that to you that same afternoon you requested the ro. Not sure why it did not go through but here is a copy of the repair order. Please let me know if I can help in any way. Thankyou, Joe Sharp

Activity Info

Activity #: 1-1BRRDJI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 06/11/2013 14:07:23
Created By: Jay Hanson
Updated Dt: 06/11/2013 15:19:59
Updated By: Jay Hanson
Description: Spoke with customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/11/2013 14:59:32	Jay Hanson	Customer Interaction	Advised customer that the ROs had been reviewed. Advised her that the apparent failure of the power steering pump could not be covered under the terms of the extended warranty because the failure occurred outside the mileage limitation. Writer offered to cover \$850 of the repair with a signed general release. Customer accepted the offer and provided a fax number to which the release should be sent: (404) 355-8741

Activity Info

Activity #: 1-1BS085E **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 06/11/2013 15:21:33
Created By: Jay Hanson
Updated Dt: 06/11/2013 15:26:45
Updated By: Jay Hanson
Description: Sent release to customer

Activity Info

Activity #: 1-1BS085I **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 06/11/2013 15:26:45
Created By: Jay Hanson
Updated Dt: 06/11/2013 15:27:14
Updated By: Jay Hanson
Description: Fax delivery confirmation

Note Create Dt.	Note Created By	Note Type	Note
06/11/2013 15:27:06	Jay Hanson	Customer Interaction	<p>-----Original Message----- From: support@easylink.com [mailto:support@easylink.com] Sent: Tuesday, June 11, 2013 3:23 PM To: Hanson Jay, B2-US-A-50 Subject: Delivery Notice: DELIVERY NOTICE Your message was received at: Date and time of receipt: June 11, 2013 19:21:44 GMT Received from: jay.hanson@bmwna.com Called fax machine identifier: Subject of message: Delivery Information: Delivered to: 14043558741 (United States) Date and time of delivery: June 11, 2013 19:22:42 GMT Number of pages delivered: 2 Delivery was made on attempt #: 1 Your Document Reference # [REDACTED] For assistance, please contact EasyLink Customer Support: http://www.easylink.com/support Thank you for using EasyLink.</p>

Activity Info

Activity #: 1-1BSP2E7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 06/12/2013 09:53:48
Created By: Jay Hanson
Updated Dt: 06/12/2013 09:53:48
Updated By: Jay Hanson
Description: Received signed release



Service Request Detail #:200909801139

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Edmonds, WA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 60878
Last Sale Date: 05/12/2003 00:00:00
In Service Date: 05/12/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200909801139
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 04/08/2009 16:21:46
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Northwest MINI 46038
Date Closed: 04/30/2009 10:38:05

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

thermal event, cust demands reimbursement for repairs

Solution Note:

Date	Created By	Solution
04/30/2009 10:37:30	Scott Kuchta	Customer has declined offer of assistance. Closed file pending customer/attorney/insurance contact.

Activity Info

Activity #: 1-986677091
Status: Done
Type: Email - Inbound
Assigned To: Jason Gammon
Created Dt: 04/08/2009 13:14:47
Created By: Siebel Administrator
Updated Dt: 04/08/2009 16:33:11
Updated By: Jason Gammon
Description: RE: [1-979893447] / MINI Fire /
 Attn Jase Gammon

Email Body:

Hello Jase Gammon: Thanks for your response. To answer your questions, my MINI's VIN is WMWRC33423T[REDACTED]. It is a 2003 MINI, normally aspirated, with a build date of late March 2003. I am the only owner. I took delivery in May 2003 from Northwest MINI, Fife, WA. Current mileage is 60,900. Internet testimony from other owners of 2002-2003 MINIs reveals numerous spontaneous fires around the 60k miles mark, always linked to electrical faults relating to ABS module or power steering pump failure. Mine was an electrical fire tied to power steering pump failure. My expenses so far relating to this product failure are \$2,632.82 for repairs and \$147.28 for towing. I have the car back but it retains an acrid burned-electrics odor. I am going to have to take it to a detailer to address this, so there will be additional expense. Repairs were performed by Fat City German Car, 508 Denny Way, Seattle, WA 98109, tel. 206-443-1999. I stopped taking the car to Northwest MINI a couple of years ago. They have overcharged for basic service procedures, feigned ignorance of prior known common MINI problems, and actually damaged my car trying to fix interior chirps and squeaks; I do not trust them. Also, they are 45 miles away from home. Fat City is a more trustworthy and in my view more competent service provider. I have already written to Jim McDonnell at MINI USA corporate and sent the letter via Federal Express on Monday, 6 April. I am attaching this letter for your reference. I have also filed a formal complaint with NHTSA. I am also attaching photographs of the fire damage as a PDF of a PowerPoint file. This same file was supplied in paper form to Mr. [REDACTED]. This is an egregious product failure, responsibility for which should be borne completely by MINI USA, especially as the pattern of spontaneous engine bay fires in 2002-2003 MINIs is so well established. I am extremely unhappy and no longer comfortable driving the car. I urge you to have someone in authority at MINI USA contact me immediately to

discuss your paying for repairs and reconditioning. My address is [REDACTED]
[REDACTED] Edmonds, WA [REDACTED]. You may phone me at [REDACTED]

Yours [REDACTED] -----Original Message----- From: [REDACTED]
[REDACTED] Sent: Wednesday, April 08, 2009 2:11 AM
To: [REDACTED] Subject: RE: Feedback about the web site [REDACTED]] Hi

[REDACTED], Thanks for writing MINI regarding your recent accident. I was sorry to read of the incident. So that we may further review your situation, please forward us your vehicle's VIN number, current mileage, your address and the name of your servicing dealer. We look forward to your response. Again, thank you for contacting MINI. If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-866-275-6464, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. LET'S MOTOR. Jase Gammon MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464) -----Original Message----- From: [REDACTED] Sent: 4/7/2009 12:00:00 AM To: webmastermini Subject: Feedback about the web site First name: Tom Last name [REDACTED] question/comment: My 2003 MINI Cooper caught fire spontaneously on April 2. The car was parked and unattended in a garage structure in Seattle, WA when the fire started. Extensive engine bay damage resulted including damage to the vehicle's wiring harness. The fire has been traced to an electrical short relating to a faulty power steering pump. I have learned 2002 and 2003 MINIs have a well-documented history of spontaneous engine bay fires, sometimes resulting in total vehicle loss. State Farm, my insurer, is now investigating on my behalf and I am preparing correspondence to MINI USA Corporate. Please contact me to discuss this situation at [REDACTED] or [REDACTED]

Activity Info

Activity #: 1-GBJPMY
Status: Done
Type: Customer Interaction
Assigned To: Charlene Banks
Created Dt: 04/08/2009 16:22:19
Created By: Charlene Banks
Updated Dt: 04/08/2009 16:22:19
Updated By: Charlene Banks
Description: thermal event, customer wrote letter

Email Body:

Activity Info

Activity #: 1-GBV6ZD
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 04/09/2009 11:27:08
Created By: Scott Kuchta
Updated Dt: 04/09/2009 11:27:08
Updated By: Scott Kuchta
Description: interofficed customer-taken photos to Product Analysis

Email Body:

Activity Info

Activity #: 1-GBV75V
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/09/2009 13:07:32
Created By: Scott Kuchta
Updated Dt: 04/09/2009 13:13:02
Updated By: Scott Kuchta

Email Body:

Description: s/w Mr. Farmer at 206-427-4570, around 1140am EST today. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/09/2009 13:08:26	Scott Kuchta	Customer Interaction	Writer advised I am with the corporate customer relations office in NJ, thanked cust for bringing his concerns to our attention; advised I am in receipt of his documentation including photos, and all will be reviewed with engineering group. Writer asked if cust is being reimbursed by State Farm Insurance? Cust states currently State Farm is talking about covering it and then subrogating MINI. Cust states his intention is not to double-dip, states there seems to be a chronic problem with steering pumps. Writer offered direct contact number. Cust states he is driving and asked if writer can email him. Writer advised I will email him so that he has my contact information. Writer advised I will be keeping in touch with him after his correspondence is reviewed.

Activity Info

Activity #: 1-GBV75Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/09/2009 13:13:02
Created By: Scott Kuchta
Updated Dt: 04/09/2009 13:13:37
Updated By: Scott Kuchta
Description: emailed the customer. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/09/2009 13:13:18	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, April 09, 2009 12:03 PM To: [REDACTED] Subject: Your 2003 MINI Cooper Mr. [REDACTED] Thanks again for bringing your concerns to our attention. Your correspondence, dated April 6, 2009, will be reviewed here at the MINI corporate office, and I will be keeping in touch with you. In the interim, you may reach me directly at [REDACTED]. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-GBV763 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/09/2009 13:13:37
Created By: Scott Kuchta
Updated Dt: 04/09/2009 13:15:17
Updated By: Scott Kuchta
Description: cust acknowledges the writer's email. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/09/2009 13:14:04	Scott Kuchta	Customer Interaction	From: [REDACTED] Sent: Thursday, April 09, 2009 12:36 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: Your 2003 MINI Cooper Thank you, Scott, I appreciate the contact. Please let me know if you or your team have any further questions. Yours Tom Farmer

Activity Info

Activity #: 1-GH0R8A **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Scott Kuchta
Created Dt: 04/15/2009 09:08:41
Created By: Scott Kuchta
Updated Dt: 04/15/2009 09:23:12
Updated By: Scott Kuchta
Description: cust emails regarding detail. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/15/2009 09:09:06	Scott Kuchta	Customer Interaction	<p>From: [REDACTED] Sent: Tuesday, April 14, 2009 12:58 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: Your 2003 MINI Cooper Hello Scott: I wanted to update you on the state of my 2003 MINI Cooper, which suffered a spontaneous electrical fire on 2 April. As an acrid smoke odor persisted in my MINI after the under-hood repairs were completed, I have had a detailer work on it who is expert in odor removal. The odor is now mostly absent; the invoice from the detailer came to \$435.26. I have attached a PDF scan of the invoice for your reference. This means my expenses so far arising from the fire total \$3,215.36: · \$2,632.82 for repairs, including new power steering pump, p/s fan, power steering hose, misc. parts and labor · \$147.28 for towing · \$435.26 for smoke odor control plus deep cleaning of the engine compartment and interior Candidly, it is my intent to sell this MINI in the not too distant future as the fun is over and my family and friends now regard the car as frightening and unsafe. Beyond the mechanical failures, the car has suffered what an attorney would call "stigma damage" in that its market value stands to be diminished by this incident. I believe you should take this factor into consideration. Please advise your position as soon as you're able. Thanks Tom Farmer</p>

Activity Info

Activity #: 1-GLVLLM **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 04/21/2009 16:42:31
Created By: Scott Kuchta
Updated Dt: 04/21/2009 16:42:31
Updated By: Scott Kuchta
Description: writer asked PA if photos were reviewed

Activity Info

Activity #: 1-GMHN6R **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Scott Kuchta
Created Dt: 04/22/2009 09:36:31
Created By: Scott Kuchta
Updated Dt: 04/22/2009 09:36:31
Updated By: Scott Kuchta
Description: PA advises the photos were evaluated. see documentum

Activity Info

Activity #: 1-GMWMTF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/22/2009 15:21:11
Created By: Scott Kuchta
Updated Dt: 04/22/2009 15:41:57
Updated By: Scott Kuchta

Description: s/w Mr. Farmer at 206-427-4570

Note Create Dt.	Note Created By	Note Type	Note
04/22/2009 15:24:37	Scott Kuchta	Customer Interaction	Writer advised based on engineering review of the photos he provided, it appears the heat damage was only in the area of the power steering pump connectors. Writer advised as MINI USA was not given the opportunity to physically inspect his vehicle, and then a MINI Dealer did not make the repairs, we cannot say for sure that a defect caused this situation. Writer advised with the hope of retaining him as a customer, we can offer \$1000 owner loyalty when provided with proof of purchase or lease of new or MINI Next. Writer advised we cannot reimburse costs of repair however we can offer to reimburse his insurance deductible if provided with proof of deductible, and then I will be faxing release for the \$100. Cust states he will fax proof of deductible and his fax is 206-443-0256. Cust states he will not be purchasing another MINI, he didn't use MINI dealers due to the quality of them in the Seattle area, and states State Farm will be subrogating MINI. C/s there is an inherent design flaw with 2002-2003 MINIs power steering system, and states it causes fires.

Activity Info

Activity #: 1-GSP3S4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/29/2009 14:23:28
Created By: Scott Kuchta
Updated Dt: 04/29/2009 14:24:12
Updated By: Scott Kuchta
Description: received customer's insurance declaration page along with email.

Note Create Dt.	Note Created By	Note Type	Note
04/29/2009 14:24:04	Scott Kuchta	Customer Interaction	From: Tom [REDACTED] Sent: Wednesday, April 29, 2009 1:05 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: [REDACTED] Fax Scott, I have faxed my insurance declarations page to the number indicated. Please send me the release we have discussed for inspection. You can send to [REDACTED], or alternatively attach to email as a PDF. [REDACTED]

Activity Info

Activity #: 1-GSP3S8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/29/2009 14:24:12
Created By: Scott Kuchta
Updated Dt: 04/29/2009 14:24:55
Updated By: Scott Kuchta
Description: faxed release to customer

Note Create Dt.	Note Created By	Note Type	Note
04/29/2009 14:24:45	Scott Kuchta	Customer Interaction	From: [REDACTED] Sent: Wednesday, April 29, 2009 1:05 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: [REDACTED] Fax Scott, I have faxed my insurance declarations page to the number indicated. Please send me the release we have discussed for inspection. You can send to [REDACTED], or alternatively attach to email as a PDF. [REDACTED]

Activity Info

Activity #: 1-GTBABH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta

Created Dt: 04/30/2009 10:35:47
Created By: Scott Kuchta
Updated Dt: 04/30/2009 10:37:30
Updated By: Scott Kuchta
Description: cust sends email, without release. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/30/2009 10:36:11	Scott Kuchta	Customer Interaction	<p>From: [REDACTED] Sent: Wednesday, April 29, 2009 6:45 PM To: Kuchta Scott, V2-US-A-50 Subject: General Release / Got to Be Kidding Scott, I have the General Release you faxed me, but owing to this language... "The undersigned will keep confidential the existence and terms of the General Release. The undersigned agrees not to reveal the facts leading up to, the terms, or the conditions of this General Release in any communication form including, but not limited to, word-of-mouth, print, broadcast or Internet." ... I'm not signing. \$100 is far too low a price for me to give up freedom of speech re: MINI combustion. You keep your \$100 and I'll keep talking. I think it'll be well worth \$100 to try to cost MINI USA \$1 million in lost sales via word of mouth. That's about 40 cars @ \$25,000. I have a lot of work to do at cocktail parties, but I'm motivated! If you're still interested in a business negotiation, rights to the URL www.myminicaughtfire.com are available for \$25,000. Sorry to be hard-nosed, but you set the bar. I wish you'd acted ethically and taken responsibility when you had the chance for my MINI's dangerous defects. You certainly know how to convert a disappointed customer into a furious one. Und nun, der shitstorm beginnt für MINI. Cheers Tom Farmer SOLID STATE INFORMATION DESIGN</p> <p>[REDACTED]</p>



Service Request Detail #:1-56161790

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Chicago, IL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2002
Model: Cooper
Mileage: 550
Last Sale Date: 01/16/2003 00:00:00
In Service Date: 01/16/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 1-56161790
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 04/08/2003 18:20:07
Created By: Jennifer Schuelke
Rep Assigned: Brian Babcock
Assigned Dealer:
Identified Dealer: Patrick MINI 86716
Date Closed: 04/10/2003 13:36:03

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	2400	2403	CVT

Issue Note:

Issue

cust was in accident due to steering going out.

Solution Note:

Date	Created By	Solution
04/10/2003 13:35:11	Brian Babcock	Closed. Forward to Special Product Investigation.

Activity Info

Activity #: 1-XFPW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 04/08/2003 18:20:38
Created By: Jennifer Schuelke
Updated Dt: 07/06/2011 23:24:23
Updated By: fm DupCustRemoval
Description: cust was in accident due to steering going out.

Note Create Dt.	Note Created By	Note Type	Note
04/08/2003 18:20:42	Jennifer Schuelke	Customer Interaction	cust called, stated that the steering wheel started jerking back and forth violently and this caused her to cross 4 lanes of traffic and hit the median. Accident happened last Sunday and cust was in the hospital, she has 30 stitches and some broken ribs. Cust was brought to the hospital and the car was towed by the city to S & J Automotive, 3840 North Kilbourn in Chicago, but hasn't been worked on. I apologized for cust accident and advised that I would contact the dealership and have them set up an appt. for an investigator to inspect the MINI and try to determine the cause. I advised cust that the dealer will work with her from here on this issue and work out a solution.



Service Request Detail #:200922500506

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Rusk, TX [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2003
Model: Cooper
Mileage: 67000
Last Sale Date: 03/18/2003 00:00:00
In Service Date: 03/18/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200922500506
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 08/13/2009 13:45:20
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer: [REDACTED]
Identified Dealer: Moritz MINI 36460
Date Closed: 08/31/2009 15:41:33

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 pls see prev SR 200919000862 / thermal event

Solution Note:

Date	Created By	Solution
08/31/2009 15:40:08	Scott Kuchta	Moritz MINI diagnosed a failed power steering system. Entire repair approved as goodwill thru SPI dept. Customer is happy and vehicle is back with the customer.

Attachments:

File Name	Comments
[REDACTED] vin T [REDACTED] customer letter (Archived - Click for more information.)	
[REDACTED] vin T [REDACTED] Postcard (Archived - Click for more information.)	

Activity Info

Activity #: 1-J7U47C **Email Body:**
Status: Done
Type: General
Assigned To: Charlene Banks
Created Dt: 08/13/2009 13:45:53
Created By: Charlene Banks
Updated Dt: 08/13/2009 13:46:04
Updated By: Charlene Banks
Description: pls see prev SR 200919000862 / thermal event

Activity Info

Activity #: 1-J7U4DI **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/13/2009 15:14:19
Created By: Scott Kuchta
Updated Dt: 08/13/2009 15:14:19
Updated By: Scott Kuchta
Description: called [REDACTED]. A greeting came on, and then a message "voicemail box is full, please try again later."

Activity Info

Activity #: 1-J7U4DK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/13/2009 15:40:51
Created By: Scott Kuchta
Updated Dt: 08/13/2009 15:40:51
Updated By: Scott Kuchta
Description: mailed MINI postcard to customer. See copy in attachments.

Activity Info

Activity #: 1-J9PJZ7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/17/2009 14:11:06
Created By: Scott Kuchta
Updated Dt: 08/17/2009 15:02:56
Updated By: Scott Kuchta
Description: Mr. [REDACTED] called in, states he received postal service contact..see notes

Note Create Dt.	Note Created By	Note Type	Note
08/17/2009 14:11:34	Scott Kuchta	Customer Interaction	Writer thanked cust for writing to us, and advised that I see his wife is interested in another MINI. Writer advised with owner loyalty in mind, we'd like to offer to cover the cost of the power steering sytem repair. Writer asked where the vehicle is? C/s the car is still at Moritz MINI. Writer explained thousands of MINIs are on the road today and he notes a google search coming up with many hits; however this is most likely a very small propotion of MINIs on the road. C/s that is a good point. C/s he had his friend who is an executive and also owns a MINI, take a look at this MINI before he and his wife bought the car, and his friend recommended they buy it. C/s his wife really loves this car. Writer thanked the customer again for sharing his feedback. Writer explained I will fax release to him. C/s fax is [REDACTED]. Writer explained as soon as I have a faxed copy of the signed release, I can authorize the repair at Moritz MINI, and have a check issued for the costs he described in his letter.

Activity Info

Activity #: 1-J9UR8P **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/17/2009 15:02:57

Created By: Scott Kuchta
Updated Dt: 08/17/2009 15:04:16
Updated By: Scott Kuchta
Description: efaxed release to customer..included cover sheet

Note Create Dt.	Note Created By	Note Type	Note
08/17/2009 15:04:05	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Monday, August 17, 2009 3:03 PM To: '19036834111@faxmail.com' Subject:

Activity Info

Activity #: 1-JBHOSR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/19/2009 09:56:22
Created By: Scott Kuchta
Updated Dt: 08/19/2009 10:01:45
Updated By: Scott Kuchta
Description: Mr. Gabbert calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
08/19/2009 09:56:41	Scott Kuchta	Customer Interaction	C/s he's just a bit concerned that even after the parts are replaced, there could be another power steering fire and the car could burn through, however cust states he believes he and his wife are trading the car in for a new MINI at Moritz, after the repair is made. Cust asked if warranty is placed on the parts. Writer advised 2 years warranty for parts and labor, as the repair is being made at MINI dealer. Cust asked some questions about new MINIs. Writer recommended he look at some at Moritz MINI, with a motoring advisor. Writer stressed the great gas mileage and still fun to drive. Cust asked if there are any incentives going for financing? Writer advised that's a question for motoring advisor. Writer advised MINI FS does offer financing. Writer offered \$1000 owner loyalty gesture should he provide proof of purchase or lease of a new MINI from MINI dealer. Cust was thankful and states thanks for the time.

Activity Info

Activity #: 1-JBHOSW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/19/2009 10:01:45
Created By: Scott Kuchta
Updated Dt: 08/19/2009 10:01:45
Updated By: Scott Kuchta
Description: received signed general release

Activity Info

Activity #: 1-JBHOWF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/19/2009 11:21:42
Created By: Scott Kuchta
Updated Dt: 08/19/2009 11:22:53
Updated By: Scott Kuchta
Description: emailed repair authorization to Pachis and Bryan Brookman at Moritz MINI

Note Create Dt.	Note Created By	Note Type	Note
08/19/2009 11:22:39	Scott Kuchta	Dealer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Wednesday, August 19, 2009 10:16 AM To: 'pachis_delagarza@moritzmail.com'; 'brian_brookman@moritzmail.com' Subject: vin [REDACTED] / 2003 MINI Cooper / [REDACTED] Hi Pachis and Bryan, Please see the attached approval to repair the power steering system in this car. Use the RO cover sheet when faxing the completed RO. Let me know if there are any questions! Thank you Regards, Scott Kuchta Customer Relations and Services SPI Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-JBHOWJ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/19/2009 11:22:53
Created By: Scott Kuchta
Updated Dt: 08/19/2009 11:31:09
Updated By: Scott Kuchta
Description: called Moritz MINI 817-436-5750, asked for Pachis. was transferred to Pachis's voicemail

Note Create Dt.	Note Created By	Note Type	Note
08/19/2009 11:23:26	Scott Kuchta	Dealer Interaction	voicemail greeting indicated that he was on vacation. Writer called dealer back and asked for Bryan Brookman. Writer was transferred to Bryan's voicemail. Writer asked for call back with any questions regarding repair authorization, which was sent by email. Writer left direct contact number for customer.

Activity Info

Activity #: 1-JBHP09 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/19/2009 11:31:10
Created By: Scott Kuchta
Updated Dt: 08/19/2009 11:32:07
Updated By: Scott Kuchta
Description: L/M with Mr. Gabbert. Advised Moritz MINI should be calling regarding when the MINI might be ready

Note Create Dt.	Note Created By	Note Type	Note
08/19/2009 11:31:46	Scott Kuchta	Customer Interaction	Writer also advised I need physical address to send reimbursement check to.

Activity Info

Activity #: 1-JFYRSJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/25/2009 15:45:13
Created By: Scott Kuchta
Updated Dt: 08/25/2009 15:46:10
Updated By: Scott Kuchta
Description: L/M with Mr. Gabbert

Note Create Dt.	Note Created By	Note Type	Note
08/25/2009 15:45:28	Scott Kuchta	Customer Interaction	requested call back to confirm work at Moritz MINI was completed, and also advised that I need a physical address to ship check to, via FedEx, advised Fedex does not ship to PO Box.

Activity Info

Activity #: 1-JK89AA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/31/2009 15:33:26
Created By: Scott Kuchta
Updated Dt: 08/31/2009 15:38:29
Updated By: Scott Kuchta
Description: [REDACTED] calls in; states his mailing address is [REDACTED]
[REDACTED]
[REDACTED]

Note Create Dt.	Note Created By	Note Type	Note
08/31/2009 15:34:08	Scott Kuchta	Customer Interaction	customer also states he and his wife looked at a used Clubman S and they really liked it, may order a new one at year-end. most likely manual trans. Cust and I also discussed Ipod adapter and sat radio. C/s his MINI is running fine now after the power steering repair.

Activity Info

Activity #: 1-JK89GU **Email Body:**
Status: Done
Type: General
Assigned To: Scott Kuchta
Created Dt: 08/31/2009 15:39:22
Created By: Scott Kuchta
Updated Dt: 08/31/2009 15:39:22
Updated By: Scott Kuchta
Description: sent check request to SPI coordinator.



Service Request Detail #:200933700285

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Oakley, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 75426
Last Sale Date: 07/27/2004 00:00:00
In Service Date: 03/31/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200933700285
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 12/03/2009 11:06:59
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: East Bay MINI
Date Closed: 03/03/2010 14:38:34

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Insur. sub/ thermal event from power steering

Solution Note:

Date	Created By	Solution
03/03/2010 14:36:49	Scott Kuchta	SPI inspection was not performed. Settled insurance subrogation demand at 50% reimbursement of actual repair cost after reviewing supporting documentation.

Activity Info

Activity #: 1-LMFP7R **Email Body:**
Status: Done
Type: General
Assigned To: Charlene Banks
Created Dt: 12/03/2009 11:08:18
Created By: Charlene Banks
Updated Dt: 12/03/2009 11:08:23
Updated By: Charlene Banks
Description: Insur. sub/ thermal event from power steering

Activity Info

Activity #: 1-LMHR59 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 11:22:10
Created By: Scott Kuchta
Updated Dt: 12/03/2009 11:22:10

Updated By: Scott Kuchta
Description: L/M with State Farm rep, Manny Bento at 877-587-6200 x5961255. Requested call back regarding claim, advised BMW NA is in receipt of possible subro.

Activity Info

Activity #: 1-LMHR5H **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/03/2009 12:57:37
Created By: Scott Kuchta
Updated Dt: 12/03/2009 13:00:37
Updated By: Scott Kuchta
Description: Manny calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
12/03/2009 12:58:23	Scott Kuchta	Insurance Company Interaction	Manny states it appears debris from road clogged up the power steering cooling fan, causing power steering pump to overheat, and causing a small fire. Manny states the car is repaired and they are saving the power steering related parts incase we wish to inspect them; parts to be in the Oakland, CA area. Manny states repairs cost about \$2,000 to \$2,700. Manny states the file will be sent to subrogation and subrogation will then contact BMW NA.

Activity Info

Activity #: 1-LQN4LS **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/09/2009 09:48:37
Created By: Scott Kuchta
Updated Dt: 12/09/2009 09:48:37
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-LXJBLK **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/17/2009 10:26:44
Created By: Scott Kuchta
Updated Dt: 12/17/2009 10:26:44
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-M6TZAA **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2009 14:21:49
Created By: Scott Kuchta
Updated Dt: 12/30/2009 14:21:49

Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-M6TZAC **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 12/30/2009 14:22:06
Created By: Scott Kuchta
Updated Dt: 12/30/2009 14:22:06
Updated By: Scott Kuchta
Description: pending subrogation package.

Activity Info

Activity #: 1-MBSVLE **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 13:54:29
Created By: Scott Kuchta
Updated Dt: 01/07/2010 13:54:29
Updated By: Scott Kuchta
Description: L/M with Manny at State Farm.
 Requested update.

Activity Info

Activity #: 1-MC07DI **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/07/2010 16:05:18
Created By: Scott Kuchta
Updated Dt: 01/07/2010 16:05:18
Updated By: Scott Kuchta
Description: Manny left message stating
 Barbara Edens of "YU" unit
 should be in touch soon
 regarding the subrogation

Activity Info

Activity #: 1-MGKP8P **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/14/2010 14:55:50
Created By: Scott Kuchta
Updated Dt: 01/14/2010 14:55:50
Updated By: Scott Kuchta
Description: pending subrogation

Activity Info

Activity #: 1-MKHOCN **Email Body:**
Status: Done
Type: Insurance Company Interaction

Assigned To: Scott Kuchta
Created Dt: 01/21/2010 13:05:52
Created By: Scott Kuchta
Updated Dt: 01/21/2010 13:06:13
Updated By: Scott Kuchta
Description: emailed state farm

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 13:06:07	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, January 21, 2010 1:06 PM To: 'Barbara Edens' Subject: your claim [REDACTED] Hi Barbara, Manny Bento also contacted us about this claim - [REDACTED]. Letter dated 11/11/09. Is it subro? Thanks Scott

Activity Info

Activity #: 1-MKH0J7 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 13:21:44
Created By: Scott Kuchta
Updated Dt: 01/21/2010 13:22:11
Updated By: Scott Kuchta
Description: paperwork being mailed

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 13:21:55	Scott Kuchta	Insurance Company Interaction	From: [REDACTED] Sent: Thursday, January 21, 2010 1:17 PM To: Kuchta Scott, V2-US-A-50 Subject: [REDACTED] Just got this one and the letter printed today. Should be in mail no later than tomorrow to your attention. B

Activity Info

Activity #: 1-MOZTMI **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/29/2010 09:39:42
Created By: Scott Kuchta
Updated Dt: 01/29/2010 09:39:42
Updated By: Scott Kuchta
Description: received subrogation demand dated 1/21/10 for \$5,013.98 related to power steering repair. CD containing pics of car and C&O was included.

Activity Info

Activity #: 1-MOZTPW **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/29/2010 09:40:44
Created By: Scott Kuchta
Updated Dt: 01/29/2010 09:41:26
Updated By: Scott Kuchta
Description: see notes

Note Create	Note		

Dt.	Created By	Note Type	Note
01/29/2010 09:41:17	Scott Kuchta	Insurance Company Interaction	sw Meg on team 60, subrogation. Writer advised we offer 50% reimbursement of the repair cost, no rental or anything else included. Meg states they accept and please email/fax release to them.

Activity Info

Activity #: 1-MOZTQ0 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 01/29/2010 09:48:51
Created By: Scott Kuchta
Updated Dt: 01/29/2010 09:49:15
Updated By: Scott Kuchta
Description: efaxed release to state farm

Note Create Dt.	Note Created By	Note Type	Note
01/29/2010 09:49:08	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Friday, January 29, 2010 9:49 AM To: '18662319276@faxmail.com' Subject:

Activity Info

Activity #: 1-MRILW1 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/03/2010 09:38:48
Created By: Scott Kuchta
Updated Dt: 02/03/2010 09:38:48
Updated By: Scott Kuchta
Description: Meg from State farm left message about settlement amount, states writer is off by about \$1000

Activity Info

Activity #: 1-MRILW3 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/03/2010 09:39:26
Created By: Scott Kuchta
Updated Dt: 02/03/2010 09:40:11
Updated By: Scott Kuchta
Description: L/M with Meg, advised I divided repair cost in half (per estimate)

Note Create Dt.	Note Created By	Note Type	Note
02/03/2010 09:39:46	Scott Kuchta	Insurance Company Interaction	Writer advised I can add deductible if need be. Requested call back with any concerns.

Activity Info

Activity #: 1-MUJ0CM **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/09/2010 10:48:17

Created By: Scott Kuchta
Updated Dt: 02/09/2010 10:48:38
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/09/2010 10:48:30	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Tuesday, February 09, 2010 10:48 AM To: [REDACTED] [REDACTED] Subject: updates Hi [REDACTED], Please update me on the two cases below: [REDACTED] Garcia....Meg left a message which I had returned regarding settlement amount. Not sure if the amount on the release is fine. [REDACTED] Connolly and Mulroe...faxed release on 1/29/10 Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201) 263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-N01BGH **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/18/2010 15:09:45
Created By: Scott Kuchta
Updated Dt: 02/18/2010 15:09:45
Updated By: Scott Kuchta
Description: emailed Barb looking for status of release

Activity Info

Activity #: 1-N3GWP8 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/24/2010 14:19:54
Created By: Scott Kuchta
Updated Dt: 02/24/2010 14:20:15
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/24/2010 14:20:10	Scott Kuchta	Insurance Company Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Wednesday, February 24, 2010 2:19 PM To: [REDACTED] [REDACTED] Subject: RE: updates Hi [REDACTED], Did you guys accept the [REDACTED] settlement? We discussed the repair cost appeared to be \$3100, and I offered half. Thanks Scott From: Kuchta Scott, V2-US-A-50 Sent: Thursday, February 18, 2010 3:10 PM To: [REDACTED] Subject: RE: updates Hi [REDACTED], What happened with the [REDACTED] case? Thanks Scott From: Kuchta Scott, [REDACTED] Sent: Tuesday, February 09, 2010 10:48 AM To [REDACTED] Subject: updates Hi [REDACTED] Please update me on the two cases below: [REDACTED]Meg left a message which I had returned regarding settlement amount. Not sure if the amount on the release is fine.

Activity Info

Activity #: 1-N3GX8N **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 02/24/2010 15:37:33
Created By: Scott Kuchta
Updated Dt: 02/24/2010 15:38:05
Updated By: Scott Kuchta

Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/24/2010 15:37:56	Scott Kuchta	Insurance Company Interaction	From: [REDACTED] Sent: Wednesday, February 24, 2010 3:23 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: updates Signed and getting the \$1559.24 release to you today. thanks

Activity Info

Activity #: 1-N6RP8K **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 03/02/2010 10:14:05
Created By: Scott Kuchta
Updated Dt: 03/02/2010 10:14:05
Updated By: Scott Kuchta
Description: pending executed release (in mail per State Farm)

Activity Info

Activity #: 1-N7QMRW **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Scott Kuchta
Created Dt: 03/03/2010 14:36:26
Created By: Scott Kuchta
Updated Dt: 03/03/2010 14:36:26
Updated By: Scott Kuchta
Description: received executed general release


Service Request Detail #:201406203497
Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Wichita, KS [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2004
Model: Cooper
Mileage: 125000
Last Sale Date: 02/24/2004 00:00:00
In Service Date: 02/24/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201406203497
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 03/03/2014 17:02:23
Created By: Hanna Ostrom
Rep Assigned: Nellie Arendbia
Assigned Dealer: [REDACTED]
Identified Dealer: Jackie Cooper Imports, LLC 35071
Date Closed: 03/30/2014 19:34:32

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:
Issue

P/S pump failure, cust saw smoke only, no fire

Solution Note:

Date	Created By	Solution
03/30/2014 19:33:51	Nellie Arendbia	Offered goodwill for repairs. Signed/Executed release on file.

Activity Info

Activity #: 1-1KW7HYG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Hanna Ostrom
Created Dt: 03/03/2014 17:03:24
Created By: Hanna Ostrom
Updated Dt: 03/03/2014 17:05:01
Updated By: Hanna Ostrom
Description: Esc from John C.>>

Note Create Dt.	Note Created By	Note Type	Note
03/03/2014 17:03:48	Hanna Ostrom	Customer Interaction	C/s purchased vehicle May 2008 from Carmax C/s when arrived at work, had smoke billowing from hood of engine C/s steering started acting funny; got hard, went easy, then went hard again C/s after backed in, smelled something burning C/s went to shut off, but didn't shut off, seemed ignition not working right C/s finally shut off after a few times C/s opened up engine compartment, was soot everywhere -- smoke from coolant reserve, power steering area C/s disconnected battery, diminished smoking a little bit C/s tried starting up, but did not start C/s has not tried to drive since C/s no injuries C/s cables going to power steering was singed (own guess, not formal diagnosis) C/s nearest dealer 143 miles CCI to request assistance W/tr adv would have case looked into, would follow-up in 3-5 business days.

Activity Info

Activity #: 1-1KW7HZ5 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Hanna Ostrom
Created Dt: 03/03/2014 17:16:56
Created By: Hanna Ostrom
Updated Dt: 03/03/2014 17:18:59
Updated By: Hanna Ostrom
Description: Email to Lisa C.>>

Note Create Dt.	Note Created By	Note Type	Note
03/03/2014 17:17:16	Hanna Ostrom	Corporate Interaction	From: Ostrom Hanna, (Hanna.Ostrom@bmwfs.com) Sent: Monday, March 03, 2014 5:06 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] Hello [REDACTED] called in stating that his vehicle had a thermal event. The SR# is [REDACTED] which I've assigned to you. Let me know if you need anything else – thanks! Kind regards, Hanna ----- BMW of North America, LLC Hanna Ostrom Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: (614) 210 8482 Fax: (614) 789 1992 E-mail: Hanna.Ostrom@bmwfs.com Web: bmwusa.com

Activity Info

Activity #: 1-1KZ0ZCX **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 03/04/2014 13:56:30
Created By: Lisa Crean
Updated Dt: 03/04/2014 13:57:34
Updated By: Lisa Crean
Description: escalated to SPI

Note Create Dt.	Note Created By	Note Type	Note
03/04/2014 13:56:54	Lisa Crean	Corporate Interaction	From: Ostrom Hanna, (Hanna.Ostrom@bmwfs.com) Sent: Monday, March 03, 2014 5:06 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Mr. [REDACTED] Hello Lisa, Mr. [REDACTED] called in stating that his vehicle had a thermal event. The SR# is 201406203497, which I've assigned to you. Let me know if you need anything else – thanks! Kind regards, Hanna ----- BMW of North America, LLC Hanna Ostrom Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: (614) 210 8482 Fax: (614) 789 1992 E-mail: Hanna.Ostrom@bmwfs.com Web: bmwusa.com

Activity Info

Activity #: 1-1L147R6 **Email Body:**
Status: Done
Type: Supervisor Request
Assigned To: Andrew Fernandez
Created Dt: 03/05/2014 10:47:49
Created By: Andrew Fernandez
Updated Dt: 03/05/2014 10:50:03
Updated By: Andrew Fernandez
Description: Escalation from Jay-

Note Create Dt.	Note Created By	Note Type	Note
03/05/2014 10:48:12	Andrew Fernandez	Supervisor Request	Cust wanted to speak with his case manager. Cust was frustrated that his process may take a month as this is his only vehicle. Wrt advised case had been forwarded to our executive offices. Wrt advised contact in 1-2 business days. Wrt transferred cust to the casemanager.

Activity Info

Activity #: 1-1L2EIWH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/05/2014 19:46:25
Created By: Nellie Arencibia
Updated Dt: 03/05/2014 19:46:25
Updated By: Nellie Arencibia
Description: Cld cust, n/a, Im

Activity Info

Activity #: 1-1L52B5A **Email Body:**
Status: Done
Type: General
Assigned To: Lauren Roberts
Created Dt: 03/07/2014 12:46:24
Created By: Lauren Roberts
Updated Dt: 03/07/2014 12:46:24
Updated By: Lauren Roberts
Description: CCI to speak w/ NA Wtr trans
 cust to NA VM

Activity Info

Activity #: 1-1L624CD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/07/2014 18:37:43
Created By: Nellie Arencibia
Updated Dt: 03/30/2014 19:15:12
Updated By: Nellie Arencibia
Description: Sw cust see notes:

Note Create Dt.	Note Created By	Note Type	Note
03/30/2014 19:01:49	Nellie Arencibia	Customer Interaction	<p>Customer stated he spoke with someone at the dealer and was told that his MINI was covered by the extended EHPS warranty, but because he had a thermal event, he needed to contact MINI USA. Customer stated he purchased vehicle from Carmax in 2008. On the day of the incident he drove to work and when he got there, the steering was hard to handle, it word tighten, then soften again. He tried to turn off the car but it wouldn't shut off, after a few minutes it shut off. He saw there was heavy black smoke from under the hood, he disconnected the battery. Mr. Golden confirmed that at NO time did he see flames, all there was this thick black smoke coming from the area of the P/S, and it smelled like an electrical burn, he did not need to use a fire extinguisher nor did he call the fire department, he stood there keeping an eye on his car until the smoke subsided. He was not injured. Customer felt it was due to the EHPS recall (SI M01 01 13). Writer explained when there is a recall, the owner of the affected vehicles are contacted by letter and the vehicle is flagged in the vehicle warranty repair history in DCS, writer checked it and does not show this VIN with the extended EHPS warranty. It only has the extended Emissions Warranty on the oxygen O2 sensor. Customer remained convinced his vehicle was part of the recall. Writer advised since he confirmed there were no flames, just heavy black smoke, likely he would need to work with the dealer, however, will need to further research.</p>

Activity Info

Activity #: 1-1M4QIL7 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/20/2014 19:08:22

Created By: Nellie Arencibia
Updated Dt: 03/20/2014 19:11:27
Updated By: Nellie Arencibia
Description: 3/7-Em Jay for advisement....

Note Create Dt.	Note Created By	Note Type	Note
03/20/2014 19:09:31	Nellie Arencibia	Corporate Interaction	From: Arencibia Nellie, B2-US-H-31 Sent: Friday, March 07, 2014 7:46 PM To: Hanson Jay, B2-US-H-31 Subject: Question (Customer; [REDACTED] 2004 Cooper / 125,000 miles.) Hi Jay; Sorry to bother you, but I spoke with the customer that alleges had a P/S failure and that he spoke with someone at Jackie Cooper MINI and was told that his vehicle was covered under the EHPS extended warranty (13y/150,000mls) but because he had a thermal event, directed him to contact MINI USA. During the interview, Mr. [REDACTED] stated that at no time did he see flames, all he saw was this thick heavy black smoke, he did need to use a fire extinguisher nor call the F.D. He just stood next to his car keeping an eye on it until the smoke subsided. Mentioned it smelled like an electrical burn smell. I looked up the bulletin SI M01 01 13, it states that the affected customer would be contacted by letter and DCS would be flagged. DCS does not show this vin with the extended EXPS warranty. It only has the extended Emissions Warranty on the oxygen O2 sensor. I directed the customer back to the dealer. I will also send them an email. I know in the past we've discussed that there is a distinction between 'only smoke' and 'actual flames'. Let me know if you think we're ok or if I should have offered to inspect it. Regards, Nellie BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-H-31 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-263-8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-1M4QIMG **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/20/2014 19:10:09
Created By: Nellie Arencibia
Updated Dt: 03/20/2014 19:11:14
Updated By: Nellie Arencibia
Description: 3/7-Jay confirmed no need for inspection, handle with a RA....

Note Create Dt.	Note Created By	Note Type	Note
03/20/2014 19:10:24	Nellie Arencibia	Corporate Interaction	From: Hanson Jay, B2-US-H-31 Sent: Friday, March 07, 2014 8:11 PM To: Arencibia Nellie, B2-US-H-31 Subject: Re: Question (Customer; [REDACTED] / 2004 Cooper / 125,000 miles.) We should handle it with an authorization. No need to inspect. Jay L. Hanson Special Product Investigations BMW of North America, LLC Office: (201) 263-8246 Fax: (866) 796-3479

Activity Info

Activity #: 1-1M4QIMK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/20/2014 19:11:45
Created By: Nellie Arencibia
Updated Dt: 03/20/2014 19:13:13
Updated By: Nellie Arencibia
Description: 3/7-Clid dealer, Informed Tyler left for the day, Kyle covering for him while at NAC

Activity Info

Activity #: 1-1M4QIMM **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Nellie Arencibia .
Created Dt: 03/20/2014 19:12:32
Created By: Nellie Arencibia
Updated Dt: 03/20/2014 19:15:05
Updated By: Nellie Arencibia
Description: 3/7-Em Kyle, cc Tyler- Provided details and requested assistance to tow veh and diagnose....

Note Create Dt.	Note Created By	Note Type	Note
03/20/2014 19:13:44	Nellie Arencibia	Dealer Interaction	<p>From: Arencibia Nellie, B2-US-H-31 Sent: Friday, March 07, 2014 8:49 PM To: 'kreisig@cooperautogroup.com' Cc: 'tblevins@cooperautogroup.com' Subject: [REDACTED] 2004 MINI Cooper - 125,000 miles - Diagnostic and rental Importance: High Kyle: Customer: [REDACTED]</p> <p>Please acknowledge receipt of this email. I tried calling, was informed you are covering for Tyler next week. I will also be attending the NAC, but wanted to get the process started. The above customer contacted MINI USA, stating he spoke with someone at your dealer and was told that his MINI Cooper was covered by the extended EHPS warranty, but because he had a thermal event, he needed to contact MINI USA. During my conversation with Mr. [REDACTED] he confirmed that at NO time did he see flames, all there was this thick black smoke coming from the area of the P/S, and it smelled like an electrical burn, he did not need to use a fire extinguisher nor did he call the fire department. He stated that he stood there keeping an eye on his car until the smoke subsided. There will be no need for a SPI inspection. However, we do need your assistance. Please arrange to tow the vehicle to your dealer, once the vehicle is there, please confirm the problem and let me know, so we can make a determination on how to proceed. Please arrange alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise) not to exceed \$40 a day. Include both tow and rental expenses as a separate line item on the repair order. I will have limited access to e-mail and voicemail, but will try to get back to you as soon as possible. Thank you so much for your help. Regards, Nellie</p> <p>----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-H-31 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-263-8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com</p>

Activity Info

Activity #: 1-1M4QIN2 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/20/2014 19:15:27
Created By: Nellie Arencibia
Updated Dt: 03/20/2014 19:16:15
Updated By: Nellie Arencibia
Description: F/U with Kyle and Tyler, to provide status....

Note Create Dt.	Note Created By	Note Type	Note
03/20/2014 19:16:00	Nellie Arencibia	Dealer Interaction	<p>From: Arencibia Nellie, B2-US-H-31 Sent: Thursday, March 20, 2014 7:06 PM To: 'kreisig@cooperautogroup.com' Cc: 'tblevins@cooperautogroup.com' Subject: RE: [REDACTED] - 2004 MINI Cooper - 125,000 miles - Diagnostic and rental Importance: High Hi Tyler, Kyle, I never received a confirmation from you. See email below. Has this matter been handled? Has the customer been contacted and vehicle towed to your dealer for the diagnostic? Please advise as soon as possible. Kind regards, Nellie</p>

Activity Info

Activity #: 1-1M7Y9D6 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/23/2014 19:23:27

Created By: Nellie Arencibia
Updated Dt: 03/23/2014 19:24:58
Updated By: Nellie Arencibia
Description: 3/21-Tyler will check with Kyle and advise

Note Create Dt.	Note Created By	Note Type	Note
03/23/2014 19:24:11	Nellie Arencibia	Dealer Interaction	From: Tyler Blevins [mailto:tblevins@cooperautogroup.com] Sent: Friday, March 21, 2014 8:19 AM To: Arencibia Nellie, B2-US-H-31 Subject: RE: [REDACTED] - 2004 MINI Cooper - 125,000 miles - Diagnostic and rental I will check with Kyle and get back with you

Activity Info

Activity #: 1-1M7Y9DB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/23/2014 19:24:58
Created By: Nellie Arencibia
Updated Dt: 03/23/2014 19:27:16
Updated By: Nellie Arencibia
Description: 3/21-Adv Tyler if cust hasn't been contacted, req would like to move forward....

Note Create Dt.	Note Created By	Note Type	Note
03/23/2014 19:26:27	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-H-31 Sent: Friday, March 21, 2014 9:33 AM To: 'Tyler Blevins ' Subject: RE: [REDACTED] 2004 MINI Cooper - 125,000 miles - Diagnostic and rental If it hasn't been done, can we move on this as soon as possible, once confirmed, I will need to obtain a general release from the customer. Will await status on this. Thanks Tyler!

Activity Info

Activity #: 1-1M7Y9DF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/23/2014 19:27:17
Created By: Nellie Arencibia
Updated Dt: 03/23/2014 19:28:30
Updated By: Nellie Arencibia
Description: 3/21-Tyler adv he im for cust

Note Create Dt.	Note Created By	Note Type	Note
03/23/2014 19:28:13	Nellie Arencibia	Dealer Interaction	From: Tyler Blevins [mailto:tblevins@cooperautogroup.com] Sent: Friday, March 21, 2014 9:57 AM To: Arencibia Nellie, B2-US-H-31 Subject: RE: [REDACTED] - 2004 MINI Cooper - 125,000 miles - Diagnostic and rental I left a voice mail for the customer and awaiting a call back

Activity Info

Activity #: 1-1MB1PIA **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/25/2014 17:16:30
Created By: Nellie Arencibia

Updated Dt: 03/25/2014 17:18:24

Updated By: Nellie Arencibia

Description: Tyler adv they confirmed the p/s pump w/wiring harness failed and confiremd parts needed replacing.

Note Create Dt.	Note Created By	Note Type	Note
03/25/2014 17:17:56	Nellie Arencibia	Dealer Interaction	From: Tyler Blevins [mailto:tblevins@cooperautogroup.com] Sent: Tuesday, March 25, 2014 10:16 AM To: Arencibia Nellie, B2-US-H-31 Subject: RE: [REDACTED] 2004 MINI Cooper - 125,000 miles - Diagnostic and rental We have the vehicle here and found the power steering pump wiring harness caught on fire along with the pump so the vehicle needs a pump ,hose, and wiring harness Parts are \$1230.93 Labor \$460.00

Activity Info

Activity #: 1-1MBAWCP

Email Body:

Status: Done

Type: Dealer Interaction

Assigned To: Nellie Arencibia

Created Dt: 03/25/2014 17:18:41

Created By: Nellie Arencibia

Updated Dt: 03/25/2014 17:19:46

Updated By: Nellie Arencibia

Description: Adv Tyler BMW will cover whole repair under SPI GW. Will handle release and send him RA...

Note Create Dt.	Note Created By	Note Type	Note
03/25/2014 17:19:25	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-H-31 Sent: Tuesday, March 25, 2014 10:19 AM To: 'Tyler Blevins ' Subject: RE: [REDACTED] - 2004 MINI Cooper - 125,000 miles - Diagnostic and rental Ok, BMW will cover the repair under goodwill, I will obtain the release from the customer, upon receipt of the executed release, I will send you the Repair Authorization as per our SPI protocol. Please keep the car there, hopefully I can get the release fast. Kind regards, Nellie

Activity Info

Activity #: 1-1MBAWCT

Email Body:

Status: Done

Type: Customer Interaction

Assigned To: Nellie Arencibia

Created Dt: 03/25/2014 17:19:46

Created By: Nellie Arencibia

Updated Dt: 03/25/2014 17:19:46

Updated By: Nellie Arencibia

Description: Sw cust, offered to cover repairs as gw gesture with signed release, explained process and verified email on file.

Activity Info

Activity #: 1-1MBAWCW

Email Body:

Status: Done

Type: Dealer Interaction

Assigned To: Nellie Arencibia

Created Dt: 03/25/2014 17:20:55

Created By: Nellie Arencibia

Updated Dt: 03/25/2014 17:21:34

Updated By: Nellie Arencibia
Description: Sent gen release to cust

Note Create Dt.	Note Created By	Note Type	Note
03/25/2014 17:21:28	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-H-31 Sent: Tuesday, March 25, 2014 12:27 PM To: [REDACTED] Subject: BMW - Release Importance: High Mr. [REDACTED] Please acknowledge receipt of this email. As discussed, attached is the general release for your review. We ask that you expedite this matter promptly and return "notarized" copy via this email or fax within 3 business days. Upon receipt, I will contact the service manager at Jackie Cooper MINI to arrange for the power steering related repairs. Please mail the original "notarized" release to my attention at your earliest convenience to either of the addresses listed below, preferably via overnight courier: Via courier (FedEx) to our physical address: Via regular mail to our P.O. Box: BMW of North America, LLC BMW of North America, LLC 200 Chestnut Ridge Rd. P.O. Box 1227 Woodcliff Lake, NJ 07677-7731 Westwood, NJ 07675-1227 Should you have any questions, please feel free to contact me. Your patience and cooperation have been greatly appreciated. Regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Executive Customer Assistance Manager Customer Relations and Services B2-US-H-31 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-1MBJBXR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/25/2014 19:47:45
Created By: Nellie Arencibia
Updated Dt: 03/25/2014 19:49:22
Updated By: Nellie Arencibia
Description: Recd executed release

Note Create Dt.	Note Created By	Note Type	Note
03/25/2014 19:49:15	Nellie Arencibia	Customer Interaction	From: support@easylink.com [mailto:support@easylink.com] Sent: Tuesday, March 25, 2014 5:38 PM To: Arencibia Nellie, B2-US-H-31 Subject: [REDACTED] - Exec Rel Thank you for using EasyLink's Fax to E-mail service.

Activity Info

Activity #: 1-1MBJBYD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/25/2014 19:48:04
Created By: Nellie Arencibia
Updated Dt: 03/25/2014 19:49:14
Updated By: Nellie Arencibia
Description: Sent repair auth to Tyler Blevins, SM

Note Create Dt.	Note Created By	Note Type	Note
03/25/2014	Nellie	Dealer	From: Arencibia Nellie, B2-US-H-31 Sent: Tuesday, March 25, 2014 7:47 PM To: 'Tyler Blevins' Subject: [REDACTED] Repair Authorization & rental Importance: High Hi Tyler, Attached is the repair authorization for Mr. [REDACTED] 2004 MINI Cooper (VIN TC52689) with the power steering related repairs. Please proceed with the repairs as soon as possible. Please acknowledge receipt of this email. << File: CR Golden TC52689 Repair Authorization-MINI EHPS.pdf >> << File: CR [REDACTED] TC52689 Release Executed.pdf >> << File: _Repair Authorization Cover Sheet-LC.doc >> BMW is covering 100% of the repair, parts and labor for the power steering pump related repairs. Should the customer need it, kindly supply alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise) not to exceed \$40 a day. Include this expense as a separate

19:48:41	Arencibia	Interaction	line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Everything you need should be on the repair authorization including instructions for receiving your goodwill authorization through DCS once the repairs are completed. Should you have any questions, please feel free to call me. Kind regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-H-31 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com
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Activity Info

Activity #: 1-1MG8ZV8 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 03/30/2014 19:32:51
Created By: Nellie Arencibia
Updated Dt: 03/30/2014 19:33:46
Updated By: Nellie Arencibia
Description: Adv PA file is closed

Note Create Dt.	Note Created By	Note Type	Note
03/30/2014 19:33:26	Nellie Arencibia	Product Analysis Interaction	<p>From: Arencibia Nellie, B2-US-H-31 Sent: Sunday, March 30, 2014 7:32 PM To: DL-SPI_Assignment_PA Subject: CR [REDACTED] Closed P/S pump failure This file has been closed without the need for inspection. P/S failure was repaired under goodwill. See Properties and attached. << File: CR [REDACTED] Closing Memo- PS pump.doc >> Kind regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-H-31 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com</p>



Service Request Detail #:201027000994

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Salinas, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage:
Last Sale Date: 01/31/2004 00:00:00
In Service Date: 01/31/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201027000994
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: SPI
Current Status: Closed
Date Opened: 09/27/2010 14:53:56
Created By: Jay Hanson
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer:
Date Closed: 12/20/2010 11:59:08

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue

Attorney Letter - Customer claims power steering failed, causing an accident

Solution Note:

Date	Created By	Solution
12/20/2010 11:58:38	Jay Hanson	File closed pending response from the attorney regarding the vehicle's availability.
11/08/2010 16:09:13	Jay Hanson	No response from customer's attorney.

Activity Info

Activity #: 1-QWEBWT **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 09/27/2010 14:54:46
Created By: Jay Hanson
Updated Dt: 09/27/2010 14:55:50
Updated By: Jay Hanson
Description: Attorney Letter - Customer claims power steering failed, causing an accident

Activity Info

Activity #: 1-QYIER9 **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 09/30/2010 13:56:08
Created By: Jay Hanson
Updated Dt: 09/30/2010 13:58:13

Updated By: Jay Hanson

Description: Spoke briefly with the attorney - see notes

Note Create Dt.	Note Created By	Note Type	Note
09/30/2010 13:56:42	Jay Hanson	Customer's Attorney	Writer provided phone and email information. Writer requested a copy of the accident report - attorney said he would email it. Attorney was preparing to go into another meeting. Writer advised the attorney that he was welcome to call back when he was free. Advised once a bit more was known about the accident an inspection should be arranged. Attorney said he would be in touch.

Activity Info

Activity #: 1-R2CSUU **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/06/2010 10:16:32
Created By: Jay Hanson
Updated Dt: 10/06/2010 10:16:32
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-R8HD2P **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 10/15/2010 15:33:52
Created By: Jay Hanson
Updated Dt: 10/15/2010 15:33:52
Updated By: Jay Hanson
Description: Left message with reception

Activity Info

Activity #: 1-RBKOUW **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/21/2010 10:59:46
Created By: Jay Hanson
Updated Dt: 10/21/2010 10:59:46
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-RFLB7Q **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 10/27/2010 09:46:08
Created By: Jay Hanson
Updated Dt: 10/27/2010 09:46:08
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-RHIQYQ **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 10/29/2010 11:12:51
Created By: Jay Hanson
Updated Dt: 10/29/2010 11:12:51
Updated By: Jay Hanson
Description: Sent contact request letter to customer's attorney via FedEx #796395610262

Activity Info

Activity #: 1-RJI7RF **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 11/01/2010 15:48:11
Created By: Jay Hanson
Updated Dt: 11/01/2010 15:48:39
Updated By: Jay Hanson
Description: Received confirmation that FedEx was delivered - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/01/2010 15:48:31	Jay Hanson	Customer's Attorney	<p>From: TrackingUpdates@fedex.com [mailto:TrackingUpdates@fedex.com] Sent: Monday, November 01, 2010 1:06 PM To: Hanson Jay, V2-US-A-50 Subject: FedEx Shipment 796395610262 Delivered</p> <p>This tracking update has been requested by: Company Name: BMW NA Name: Nellie Arencibia E-mail: jay.hanson@bmwna.com</p> <p>Our records indicate that the following shipment has been delivered: Reference: D30D.6400CR.03 Ship (P/U) date: Oct 29, 2010 Delivery date: Nov 1, 2010 10:01 AM Sign for by: .MONTEJANO Delivery location: MONTEREY, CA Delivered to: Receptionist/Front Desk Service type: FedEx Priority Overnight Packaging type: FedEx Envelope Number of pieces: 1 Weight: 0.50 lb. Special handling/Services: Deliver Weekday Tracking number: 796395610262 Shipper Information Nellie Arencibia BMW NA 200 Chestnut Ridge Road Customer Relations & Services Woodcliff Lake NJ US 07677 Recipient Information Mr. Jeffrey L. Tade Law Offices of Jeffrey L. Tade 1611 BUNKER HILL WAY STE 190 SALINAS CA US 93906 Please do not respond to this message. This email was sent from an unattended mailbox. This report was generated at approximately 12:06 PM CDT on 11/01/2010.</p>

Activity Info

Activity #: 1-RNHME5 **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/08/2010 09:14:32
Created By: Jay Hanson
Updated Dt: 11/08/2010 09:14:32
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-RNU2IK **Email Body:**
Status: Done
Type: Product Analysis Interaction

Assigned To: Jay Hanson
Created Dt: 11/08/2010 16:08:07
Created By: Jay Hanson
Updated Dt: 11/08/2010 16:09:13
Updated By: Jay Hanson
Description: Advised PA the file has been closed

Note Create Dt.	Note Created By	Note Type	Note
11/08/2010 16:08:46	Jay Hanson	Product Analysis Interaction	From: Hanson Jay, V2-US-A-50 Sent: Monday, November 08, 2010 4:07 PM To: Oberschaetzel Markus, V2-US-A-6 Subject: CR ██████████ Closed Markus – This file has been closed without the need for an inspection. See Properties. Kind regards, Jay L. Hanson Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-RON38Q **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 11/09/2010 13:33:16
Created By: Jay Hanson
Updated Dt: 11/09/2010 13:33:16
Updated By: Jay Hanson
Description: Received a package with accident report and medical documentation

Activity Info

Activity #: 1-RRJD2B **Email Body:**
Status: Done
Type: Customer's Attorney
Assigned To: Jay Hanson
Created Dt: 11/12/2010 14:31:38
Created By: Jay Hanson
Updated Dt: 11/12/2010 14:31:38
Updated By: Jay Hanson
Description: Left vm for customer's attorney re: inspection

Activity Info

Activity #: 1-RTZDYC **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/17/2010 11:05:18
Created By: Jay Hanson
Updated Dt: 11/17/2010 11:05:18
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-RW9H8E **Email Body:**
Status: Done

Type: General
Assigned To: Jay Hanson
Created Dt: 11/19/2010 10:40:58
Created By: Jay Hanson
Updated Dt: 11/19/2010 10:40:58
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-S14TTH **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 11/29/2010 10:18:04
Created By: Jay Hanson
Updated Dt: 11/29/2010 10:18:04
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-S5RESS **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/06/2010 10:13:00
Created By: Jay Hanson
Updated Dt: 12/06/2010 10:13:00
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-S9GZ0R **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/10/2010 09:14:08
Created By: Jay Hanson
Updated Dt: 12/10/2010 09:14:08
Updated By: Jay Hanson
Description: Awaiting response from attorney

Activity Info

Activity #: 1-SDHX6R **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 12/16/2010 16:09:49
Created By: Jay Hanson
Updated Dt: 12/16/2010 16:09:49
Updated By: Jay Hanson
Description: Awaiting response from attorney



Service Request Detail #:200628501123

Customer Info:

Name: [REDACTED]
Pref. Comm. Method:
Work #: --
Home #: [REDACTED]
Cell #: --
Street Address:
Apt/Suite:
City/State/Zip:

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 03/14/2003 00:00:00
In Service Date: 03/14/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200628501123
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: eResponse
Current Status: Closed
Date Opened: 10/12/2006 11:41:14
Created By: Carrie Zartman
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 10/23/2006 11:44:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL03	OVERALL QUALITY	6100	6122	BATTERY

Issue Note:

Issue
 General customer service

Solution Note:

Date	Created By	Solution
10/23/2006 11:44:01	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
10/23/2006 11:42:07	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
10/12/2006 11:44:14	Carrie Zartman	issue with battery

Activity Info

Activity #: 1-455882039
Status: Done
Type: Email - Inbound
Assigned To: Carrie Zartman
Created Dt: 10/08/2006 15:22:27
Created By: Siebel Administrator
Updated Dt: 10/12/2006 11:43:21
Updated By: Carrie Zartman
Description: General customer service

Email Body:

First name: [REDACTED] Last name: [REDACTED] question/comment: Yesterday while driving my mini the battery light came on then my power steering quit working, so I pulled over and opened the hood and I see flames coming from under the car. Very scary considering I my 8 year old son was in the car. Is there a recall on this issue I have talked to other mini owners to whom this had occurred? Any help you can give me would be great.

Activity Info

Activity #: 1-457997222
Status: Done
Type: Email - Outbound
Assigned To: Carrie Zartman
Created Dt: 10/12/2006 11:41:18
Created By: Carrie Zartman
Updated Dt: 10/12/2006 11:43:23
Updated By: Siebel Administrator

Email Body:

Hi [REDACTED] Thanks for contacting MINI. We're sorry to hear about the situation with your MINI. So that we may further review your situation, please forward us your vehicle's VIN number, current mileage, your address and best contact phone number(s). We look forward to your response. If there are further questions we can assist with, please feel free to drop us an e-mail. We will be happy to lend a hand. LET'S MOTOR. Carrie Zartman MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464) -----Original Message----- From: [REDACTED] Sent: 10/12/2006 12:00:00 AM To: mini.assistance@askminiusa.com Subject:

Description: RE: General customer service [1-455882039]

General customer service First name: [REDACTED] Last name: [REDACTED] question/comment:
Yesterday while driving my mini the battery light came on then my power steering quit working, so I pulled over and opened the hood and I see flames coming from under the car. Very scary considering I my 8 year old son was in the car. Is there a recall on this issue I have talked to other mini owners to whom this had occurred? Any help you can give me would be great.



Service Request Detail #:200720803772

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Delavan, IL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 60000
Last Sale Date: 02/12/2003 00:00:00
In Service Date: 02/12/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200720803772
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 07/27/2007 14:34:59
Created By: Adam Coriell
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Patrick MINI 86716
Date Closed: 07/30/2007 10:40:29

Code Description:

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

Issue Note:

Issue

Power steering went out and there was a fire under the hood

Solution Note:

Date	Created By	Solution
07/30/2007 10:40:11	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-9NTCQY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Adam Coriell
Created Dt: 07/27/2007 14:36:06
Created By: Adam Coriell
Updated Dt: 07/27/2007 14:41:58
Updated By: Adam Coriell
Description: Power steering went out and there was a fire under the hood

Note Create Dt.	Note Created By	Note Type	Note
07/27/2007 14:36:10	Adam Coriell	Customer Interaction	Customer is wondering what happend. The cust was driving 40mph when steering went and cust came to a stop light and noticed smoke coming out of the hood scoop. There was a small fire at the back of the engine and customer got a bucket put out the fire.

Activity Info

Activity #: 1-9NTCRL **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Adam Coriell
Created Dt: 07/27/2007 14:39:53
Created By: Adam Coriell
Updated Dt: 07/27/2007 14:39:53
Updated By: Adam Coriell
Description: Writer informed Carrie that writer assigned a case to her



Service Request Detail #:201208700514

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: ESCONDIDO, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 70000
Last Sale Date: 07/24/2003 00:00:00
In Service Date: 07/24/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201208700514
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 03/27/2012 12:40:32
Created By: John Dean
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer:
Date Closed: 04/24/2012 11:29:44

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Mini power steering thermal event

Solution Note:

Date	Created By	Solution
04/24/2012 11:28:59	Linda Vitale	File closed without an SPI inspection. Customer reimbursed insurance deductible.
03/27/2012 12:45:04	John Dean	Wtr offered to put in touch with cust asst manager, c/s he didn't hav time and would call back.

Activity Info

Activity #: 1-11799ZP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: John Dean
Created Dt: 03/27/2012 12:41:01
Created By: John Dean
Updated Dt: 03/27/2012 12:45:54
Updated By: John Dean
Description: Mini power steering fire

Note Create Dt.	Note Created By	Note Type	Note
03/27/2012 12:44:52	John Dean	Customer Interaction	Customer Name: [REDACTED] Address Verified: yes Customer's Request: Mini power steering caught fire, wanted more info but didn't hav time to stay on phone Mileage: 70000 Servicing Dealer: Brecht Mini Selling Dealer: Brecht Mini Brief Description of Issue: C/s that his veh caught fire due to the power steering malfunction. C/s veh was currently at an electrical mechanic not a BMW or Mini dlr. Wtr offered to put in touch with cust asst manager, c/s he didn't hav time and would call back.

Activity Info

Activity #: 1-118MWDM **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Nick Spencer
Created Dt: 03/28/2012 12:53:57
Created By: Nick Spencer
Updated Dt: 03/28/2012 12:53:57
Updated By: Nick Spencer
Description: wtr left vm for cstmr to cb to discuss.

Activity Info

Activity #: 1-119TQ86 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nick Spencer
Created Dt: 03/29/2012 16:19:04
Created By: Nick Spencer
Updated Dt: 03/29/2012 16:19:04
Updated By: Nick Spencer
Description: cstmr left vm to cb.

Activity Info

Activity #: 1-119TQAT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nick Spencer
Created Dt: 03/29/2012 16:28:20
Created By: Nick Spencer
Updated Dt: 03/29/2012 16:39:09
Updated By: Nick Spencer
Description: wtr spoke to cstmr, cstmr stts that he went to the bank came out and his car was smoking.>

Note Create Dt.	Note Created By	Note Type	Note
03/29/2012 16:29:38	Nick Spencer	Customer Interaction	cstmr stts the smoke was coming from the engine compartment. cstmr stts that the fire dept came but they did not do anything. cstmr stts that another pedestrian came w/ water and sprayed the car. cstmr stts that the car was taken to a mechanic (advanced auto electric) cstmr stts there the person who knows what happened name is chris [REDACTED]. cstmr stts his insurance is involved and the total cost was \$1,500. cstmr stts that he doesnt know what the "pig tail" is but the insurance company is not paying for that. cstmr sttd that now he is aware of the class action lawsuit w/ the power steering pump, and is afraid of the car. cstmr sttd that the mechanic found and traced the issue back to the power steering pump. cstmr is seeking assistance towards the repairs that are not covered under his insurance. wtr advised that wtr doc convo and a rep from our offices will contact the cstmr in 1-3 bd's

Activity Info

Activity #: 1-119TQAX **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Nick Spencer
Created Dt: 03/29/2012 16:45:15
Created By: Nick Spencer
Updated Dt: 03/29/2012 16:45:51
Updated By: Nick Spencer
Description: wtr emailed MJT>

Note Create Dt.	Note Created By	Note Type	Note
03/29/2012 16:45:40	Nick Spencer	Corporate Interaction	From: Spencer Nick, SF2-US-S-5 Sent: Thursday, March 29, 2012 4:45 PM To: Trainor Mary Jane, V2-US-A-50 Subject: [REDACTED] - [REDACTED] - [REDACTED] Hey Mary Jane, This customer stated that he walked into a bank and walked outside to see his engine compartment smoking. He stated the fire department came but the smoke was already handled by a pedestrian who put it out. The vehicle was towed to a 3rd party mechanic who traced the issue to the power steering. Customer states that he saw the class action lawsuit with the power steering on the MINI's, and wanted MINI to pay for the problems that his insurance company will not cover. Customer stated the insurance company is covering most everything of the \$1,500 repair. The customer did not visit a MINI center yet for this. Kind regards, Nick Spencer Customer Relations and Services Customer Assistance Manager Telephone (614) 789-7708 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11DM58R **Email Body:**

Status: Done

Type: Customer Interaction

Assigned To: Elisa Rey Silva

Created Dt: 04/03/2012 15:29:10

Created By: Elisa Rey Silva

Updated Dt: 04/03/2012 15:29:10

Updated By: Elisa Rey Silva

Description: Cci asking about status of case. Wtr adv call would be doc and adv case was resigned above CR and transferred cust to Linda's VM.

Activity Info

Activity #: 1-11EKL1A **Email Body:**

Status: Done

Type: Customer Interaction

Assigned To: Linda Vitale

Created Dt: 04/04/2012 11:55:36

Created By: Linda Vitale

Updated Dt: 04/04/2012 11:55:36

Updated By: Linda Vitale

Description: Called customer and l/m with contact email, fax and phone.

Activity Info

Activity #: 1-11F26LF **Email Body:**

Status: Done

Type: Customer Interaction

Assigned To: Linda Vitale

Created Dt: 04/05/2012 08:51:00

Created By: Linda Vitale

Updated Dt: 04/05/2012 09:29:25

Updated By: Linda Vitale

Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/05/2012 08:51:20	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Thursday, April 05, 2012 12:02 AM To: Vitale Linda, V2-US-A-50 Subject: power steering fire Hi Linda, thank you for your call. My 2003 Cooper S is still Advanced Auto Electric at this time. As soon as the repair is completed I will send you the information you asked for. I am not sure what the Ins declaration page but I will send

you all that I have. Thank you , Roger Hall.

Activity Info

Activity #: 1-11HX4U2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/10/2012 09:00:28
Created By: Linda Vitale
Updated Dt: 04/10/2012 09:00:28
Updated By: Linda Vitale
Description: Rec'd repair order.

Activity Info

Activity #: 1-11K0YEA **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/12/2012 10:53:59
Created By: Linda Vitale
Updated Dt: 04/12/2012 10:56:48
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/12/2012 10:54:22	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Thursday, April 12, 2012 10:43 AM To: Yeldham Mark, EL-5-US-4 Subject: CR [REDACTED] Mark, Please see attached. Thank you. Kind regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11KGVET **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 13:19:09
Created By: Linda Vitale
Updated Dt: 04/13/2012 13:22:36
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 13:19:27	Linda Vitale	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Friday, April 13, 2012 9:19 AM To: Vitale Linda, V2-US-A-50 Subject: RE: CR [REDACTED] Hi Linda, Here's what I wrote: No protocol inspection. From review of the repair documents, it appears that the claimed fire was due to a failure of the ground/power cable to the EHPS. Further thermal damage must have occurred to one of the hydraulic power steering hose. Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-11L0HQ1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 13:32:58

Created By: Linda Vitale
Updated Dt: 04/13/2012 13:32:58
Updated By: Linda Vitale
Description: Called customer and l/m.

Activity Info

Activity #: 1-11LOHT0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/13/2012 13:54:53
Created By: Linda Vitale
Updated Dt: 04/13/2012 13:54:53
Updated By: Linda Vitale
Description: Spoke to customer and agreed to reimburse the ins. ded. for the EPSP repair in the amount \$500.00 w/ signed release.

Activity Info

Activity #: 1-11LAYYE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/16/2012 10:42:33
Created By: Linda Vitale
Updated Dt: 04/16/2012 10:42:33
Updated By: Linda Vitale
Description: Customer called concerned about signing the general release. Writer advised it would be required to reimburse insurance deductible.

Activity Info

Activity #: 1-11S55GG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/24/2012 10:32:36
Created By: Linda Vitale
Updated Dt: 04/24/2012 10:32:36
Updated By: Linda Vitale
Description: Rec'd signed release.

Activity Info

Activity #: 1-11S55GI **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/24/2012 11:02:55
Created By: Linda Vitale
Updated Dt: 04/24/2012 11:02:55
Updated By: Linda Vitale
Description: Check Request

Activity Info

Activity #:	1-11S55GK	Email Body:
Status:	Done	
Type:	Product Analysis Interaction	
Assigned To:	Linda Vitale	
Created Dt:	04/24/2012 11:18:15	
Created By:	Linda Vitale	
Updated Dt:	04/24/2012 11:29:43	
Updated By:	Linda Vitale	
Description:	Closing memo.	



Service Request Detail #:201314401035

Customer Info:

Name: [REDACTED]
Pref. Comm. Method:
Work #: -
Home #: [REDACTED]
Cell #: -
Street Address: [REDACTED]
Apt/Suite:
City/State/Zip: Dorchester, NH [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 90000
Last Sale Date: 12/21/2002 00:00:00
In Service Date: 12/21/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201314401035
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 05/24/2013 16:24:20
Created By: RuthAnn Day
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer: MINI of Bedford
Date Closed: 05/29/2013 16:40:23

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event

Solution Note:

Date	Created By	Solution
05/29/2013 16:39:51	Betsy Hohmann	Advise customer to present vehicle to an authorized MINI. Customer will do this some time in the future.
05/24/2013 16:27:32	RuthAnn Day	Wrt adv cust if experiencing any issues with the steering to contact dlr to setup appointment for a diag. wrt adv cust if it the power steering would be covered under warranty up till 13 years or 150,000 miles whichever one comes first.

Activity Info

Activity #: 1-1BALPHU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: RuthAnn Day
Created Dt: 05/24/2013 16:26:56
Created By: RuthAnn Day
Updated Dt: 05/24/2013 16:33:36
Updated By: RuthAnn Day
Description: Power Steering Warranty Inq

Note Create Dt.	Note Created By	Note Type	Note
05/24/2013 16:28:00	RuthAnn Day	Customer Interaction	James Gilbert called on behalf of [REDACTED]. Customer stated that he was driving the vehicle and there was thermal event caused by the power steering wires when he was driving the vehicle. Customer stated that he had a minor burn on his hand. Customer stated that this happened two years ago. Customer stated that the vehicle has been sitting at house because they have not had money to repair the vehicle.

Activity Info

Activity #: 1-1BALPIK **Email Body:**
Status: Done
Type: Escalate to Core
Assigned To: Mary Jane Trainor
Created Dt: 05/24/2013 16:33:00
Created By: RuthAnn Day
Updated Dt: 05/24/2013 16:34:15
Updated By: RuthAnn Day
Description: wrt emailed Mary-Jane T. see notes>>

Note Create Dt.	Note Created By	Note Type	Note
05/24/2013 16:33:39	RuthAnn Day	Escalate to Core	From: Day RuthAnn, (RuthAnn.Day@bmwfs.com) Sent: Friday, May 24, 2013 4:33 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR# [REDACTED] Mary-Jane, James Gilbert called on behalf of [REDACTED] 2003 Cooper S. Customer stated that he was driving the vehicle and there was thermal event caused by the power steering wires when he was driving the vehicle. Customer stated that he had a minor burn on his hand. Customer stated that this happened two years ago. Customer stated that the vehicle has been sitting at house because they have not had money to repair the vehicle. Customer stated best contact number is [REDACTED]. Kind regards, RuthAnn Day ----- BMW of North America, LLC RuthAnn Day Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 718 6954 Fax: 614 789 1992 E-mail: ruthann.day@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone ([REDACTED]) immediately.

Activity Info

Activity #: 1-1BCGCGX **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 05/28/2013 11:11:49
Created By: Mary Jane Trainor
Updated Dt: 05/28/2013 11:11:49
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1BD6I7C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/28/2013 16:32:30
Created By: Betsy Hohmann
Updated Dt: 05/28/2013 16:32:30
Updated By: Betsy Hohmann
Description: Call [REDACTED], no answer, just rings & rings.

Activity Info

Activity #: 1-1BENIMD **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Betsy Hohmann
Created Dt: 05/29/2013 15:40:32
Created By: Betsy Hohmann
Updated Dt: 05/29/2013 16:13:41
Updated By: Betsy Hohmann
Description: Spoke to James Gilbert, see notes.

Note Create Dt.	Note Created By	Note Type	Note
05/29/2013 16:09:39	Betsy Hohmann	Customer Interaction	Spoke to James, C/S they purchased the vehicle from a used car lot in 2007. C/S he wanted to confirm warranty coverage because they received the letter about the warranty extension on the p/steering pump. I confirmed the component coverage but advised the customer to have the vehicle transported to an authorized MINI dealer for diagnosis. C/S two years ago Victory was driving home when she stopped she saw smoke. C/S he opened the hood and saw the fire on top of the p/steering pump and thru sand on it to put the fire out. C/S he used his girlfriends sweater to smother the fire. C/S he thinks some sand got inside the alternator. C/S they are almost done paying for the vehicle, and once it's paid off they will have the money to tow it. C/S the vehicle is really nice, but they haven't driven it for two years. C/S once a mouse made a nest in the cabin. I asked him to contact us of he has any questions.

Activity Info

Activity #: 1-1BENJ12 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 05/29/2013 16:38:54
Created By: Betsy Hohmann
Updated Dt: 05/29/2013 16:39:23
Updated By: Betsy Hohmann
Description: SPI - closed, see notes & Properties.

Note Create Dt.	Note Created By	Note Type	Note
05/29/2013 16:39:17	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Wednesday, May 29, 2013 4:39 PM To: DL-SPI_Assignment_PA Subject: CR Harris TD61601 Thermal Event - closed Good day, This case was closed without an inspection. See Properties. Kind regards, Betsy ----- ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant



Service Request Detail #:201406200241

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US): [REDACTED]
Year: 2005
Model: Cooper S Convertible
Mileage: 95602
Last Sale Date: 03/26/2005 00:00:00
In Service Date: 03/26/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201406200241
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 03/03/2014 09:28:12
Created By: Matthew Martin
Rep Assigned: Betsy Hohmann
Assigned Dealer: [REDACTED]
Identified Dealer: MINI of Birmingham
Date Closed: 04/04/2014 13:50:32

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:**Issue**

prod complaint-power steering pump, thermal event

Solution Note:

Date	Created By	Solution
04/04/2014 13:49:58	Betsy Hohmann	Dealer evaluated and repaired vehicle under extended component coverage.

Activity Info

Activity #: 1-3433352480
Status: Done
Type: Email - Inbound
Assigned To: Emily Lane
Created Dt: 02/28/2014 12:12:57
Created By: Siebel Administrator
Updated Dt: 03/03/2014 09:33:36
Updated By: Emily Lane
Description: General customer service

Email Body:

First name: [REDACTED] Last name: [REDACTED] Vin: [REDACTED]
 WMWRH33435 [REDACTED] Question / Comment: My powersteering motor caught fire, it has been confirmed with MINI Birmingham, AL that it is under the extended warranty. I live in Huntsville, AL and will have to tow the car to Birmingham, approx. 100 miles away. Will the warranty cover my expense on this?

Activity Info

Activity #: 1-3438362073
Status: Done
Type: Email - Outbound
Assigned To: Emily Lane
Created Dt: 03/03/2014 09:32:12
Created By: Emily Lane
Updated Dt: 03/03/2014 09:33:36
Updated By: Emily Lane
Description: Your MINI Correspondence [1-3433352480]

Email Body:

Hi [REDACTED], Thanks for writing to MINI. Your situation has been forwarded to our executive offices. They will be back in touch with you within two business days. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Emily Lane MINI Customer Relations and Services Representative -----Original Message----- From: [REDACTED] Sent: 3/3/2014 12:00:00 AM To: Subject: General customer service First name: Charissa Last name: Hayes Phone: 256-654-1096 Vin: WMWRH33435 [REDACTED] Question / Comment: My powersteering motor caught fire, it has been confirmed with MINI Birmingham, AL that it is under the extended warranty. I live in Huntsville, AL and will have to tow the car to Birmingham, approx.

100 miles away. Will the warranty cover my expense on this?

Activity Info

Activity #: 1-1KVGU5I **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 03/03/2014 12:20:23
Created By: Lisa Crean
Updated Dt: 03/03/2014 12:21:25
Updated By: Lisa Crean
Description: escalated to SPI

Note Create Dt.	Note Created By	Note Type	Note
03/03/2014 12:20:40	Lisa Crean	Corporate Interaction	<p>From: Martin Matthew, (Matthew.Martin@bmwfs.com) Sent: Friday, February 28, 2014 3:18 PM To: Crean Lisa, (Lisa.Crean@bmwnaext.com) Subject: Possible SPI Hi Lisa, I pulled this e-mail today and am wondering if this should be sent to SPI or handled on our end. Thanks for your input! Customer e-mail: First name: [REDACTED] Vin: WMWRH33435T [REDACTED]</p> <p>Question / Comment: My powersteering motor caught fire, it has been confirmed with MINI Birmingham, AL that it is under the extended warranty. I live in Huntsville, AL and will have to tow the car to Birmingham, approx. 100 miles away. Will the warranty cover my expense on this? Kind regards, Matt [REDACTED] BMW of North America, LLC Matthew Martin Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 789 7679 Fax: 614 789 1992 E-mail: matthew.martin@bmwfs.com Web: www.bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately.</p>

Activity Info

Activity #: 1-3445448349 **Email Body:**
Status: Done
Type: Email - Inbound
Assigned To: Emily Lane
Created Dt: 03/04/2014 14:57:15
Created By: Siebel Administrator
Updated Dt: 03/05/2014 13:06:36
Updated By: Betsy Hohmann
Description: Re: Your MINI Correspondence [1-3433352480]

Thank you for your reply Emily. I have had more bad news from the mechanics who have discovered a whole lot more damage from the fire and they are going to have to keep it longer. As of now I am in week #2 of a car rental. Even though this power steering motor is covered under warranty, I am dally having extra expense that I really cannot afford. Is there possibly a recovery for my rental? The most horrible part of all is that I'm driving a Ford Taurus now instead of my MINI :(depression is setting in, next thing is therapy. Thank you for your consideration. Charissa Hayes On Monday, March 3, 2014 8:33 AM, "MINI.Assistance@askMINIUSA.COM" wrote: Hi Charissa, Thanks for writing to MINI. Your situation has been forwarded to our executive offices. They will be back in touch with you within two business days. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Emily Lane MINI Customer Relations and Services Representative -----Original Message----- From: [REDACTED] Sent: 3/3/2014 12:00:00 AM To: Subject: General customer service First name: [REDACTED] Vin: WMWRH33435T [REDACTED] Question / Comment: My powersteering motor caught fire, it has been confirmed with MINI Birmingham, AL that it is under the extended warranty. I live in Huntsville, AL and will have to tow the car to Birmingham, approx. 100 miles away. Will the warranty cover my expense on this?

Activity Info

Activity #: 1-1L17H9Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/05/2014 11:45:55
Created By: Betsy Hohmann

Updated Dt: 03/05/2014 13:05:42
Updated By: Betsy Hohmann
Description: Spoke to Charissa, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/05/2014 13:05:34	Betsy Hohmann	Customer Interaction	Spoke to [REDACTED] C/S on 2/21 she was driving for about 15-20 minutes. C/S as she pulled into a parking lot and momentarily lost p/steering. C/S as she found a parking space, the p/steering died and there was smoke coming from under the hood. C/S two men came to help popped hood, engine was on fire & they used a fire extinguisher to put the fire out. C/S first she took it to an independent then had it towed to MINI of Birmingham. C/S she was not injured, she is looking for help with the towing and rental cover. C/S she is working with the Service Advisor JC.

Activity Info

Activity #: 1-1L3KZGK **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/06/2014 12:08:09
Created By: Betsy Hohmann
Updated Dt: 03/06/2014 12:12:14
Updated By: Betsy Hohmann
Description: Spoke to Matt Lynch, I advised him of customer request for towing & rental. Matt will follow-up with Mark Harper. I will reach out to dealer.

Activity Info

Activity #: 1-1L3KZNK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/06/2014 12:59:21
Created By: Betsy Hohmann
Updated Dt: 03/06/2014 13:05:48
Updated By: Betsy Hohmann
Description: Troy, tow & rental invoices, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/06/2014 13:00:41	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-H-31 Sent: Thursday, March 06, 2014 12:59 PM To: 'Conyer, Troy' Subject: VIN# [REDACTED] 2005 MINI Cooper Convertible [REDACTED] - P/Steering Thermal repair Troy, This customer contacted us request assistance with towing and rental fees. Do you have a copies of the tow and rental invoices? If so, would you please forward them? Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-1L4FKUB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 03/07/2014 09:23:07
Created By: Betsy Hohmann
Updated Dt: 03/07/2014 09:26:08
Updated By: Betsy Hohmann

Description: Troy, no invoices, see notes.

Note Create Dt.	Note Created By	Note Type	Note
03/07/2014 09:23:33	Betsy Hohmann	Dealer Interaction	From: Conyer, Troy M. [mailto:Troy.Conyer@tomwilliamsbmw.com] Sent: Thursday, March 06, 2014 3:39 PM To: Hohmann Betsy, B2-US-H-31 Subject: RE: VIN# [REDACTED] 2005 MINI Cooper Convertible [REDACTED] P/Steering Thermal repair This vehicle was brought to us by the owner see notes below from my advisor I do not have copies. She had the vehicle brought to us on one of her company trucks Thanks, Troy Conyer Parts and Service Director Tom Williams BMW Mini Of Birmingham 205-443-8607 direct line

Activity Info

Activity #: 1-1MASICO **Email Body:**
Status: Done
Type: General
Assigned To: Betsy Hohmann
Created Dt: 03/25/2014 12:27:59
Created By: Betsy Hohmann
Updated Dt: 03/25/2014 12:27:59
Updated By: Betsy Hohmann
Description: Dealer repaired under extended component coverage.



Service Request Detail #:201118700533

Customer Info:

Name: ██████████
Pref. Comm. Method:
Work #: --
Home #: ██████████
Cell #: --
Street Address: ██████████
Apt/Suite:
City/State/Zip: Marco Island, FL ██████████

Vehicle Info:

Chassis # (US): TC44026
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 92000
Last Sale Date: 04/25/2003 00:00:00
In Service Date: 04/25/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201118700533
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 07/06/2011 12:50:08
Created By: Jasmine Underwood
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: MINI of Fort Myers
Date Closed: 07/22/2011 12:00:48

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal event

Solution Note:

Date	Created By	Solution
07/22/2011 11:59:57	Linda Vitale	SPI vehicle inspection 7/19/11. Customer provided goodwill repair with a signed release.
07/06/2011 12:54:57	Jasmine Underwood	WTR adv cust to cb once he has VIN and we can review case at that time.

Activity Info

Activity #: 1-WB0TFM **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jasmine Underwood
Created Dt: 07/06/2011 12:51:51
Created By: Jasmine Underwood
Updated Dt: 07/06/2011 12:54:56
Updated By: Jasmine Underwood
Description: Cust's husband ci b/c veh caught fire and he sttd in the midst of confusion wife lost her key. Cust sttd veh is at tow lot, not at dlr. However, cust>

Note Create Dt.	Note Created By	Note Type	Note
07/06/2011 12:52:47	Jasmine Underwood	Customer Interaction	>>did call dlr and spoke w/ SA and based up problem SA adv it would be an issue w/ power steering pump. Cust sttd he was told by dlr to call us for assistance. Cust sttd no diagnostic, b/c he needs key in order to tow veh to dlr. WTR adv cust to cb once he has VIN and we can review case at that time.

Activity Info

Activity #: 1-WB98WQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Marlen Mullins
Created Dt: 07/07/2011 09:17:03
Created By: Marlen Mullins
Updated Dt: 07/07/2011 09:23:32
Updated By: Marlen Mullins
Description: Cust called back and VIN was added- cust stst the MINI caught on fire while it was parked and noone was hurt.

Note Create Dt.	Note Created By	Note Type	Note
07/07/2011 09:18:32	Marlen Mullins	Customer Interaction	cust stts the car was towed to a tow lot, the MINI dealer did not yet look at the vehicle. cust stts the problem ist that during the fire and the confsuion, the only key was lost and now the car is just sitting at the towing lot. writer spoke with husband, Mr. [REDACTED] wo can be contacted [REDACTED]: Please note to leave a message if customer is unable to take the call.

Activity Info

Activity #: 1-WCBPO7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jessica Flory
Created Dt: 07/08/2011 09:29:49
Created By: Jessica Flory
Updated Dt: 07/08/2011 09:29:49
Updated By: Jessica Flory
Description: CCI for LV. Wtr transferred cust to LV.

Activity Info

Activity #: 1-WCA83C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 10:02:32
Created By: Linda Vitale
Updated Dt: 07/08/2011 10:24:29
Updated By: Linda Vitale
Description: Customer Interview-See note

Note Create Dt.	Note Created By	Note Type	Note
07/08/2011 10:03:11	Linda Vitale	Customer Interaction	Customer states that his wife drove her vehicle on 7/5/11 at 4:00 pm to the Publix parking lot 175 S. Barfield in Marco Island, FL approximately 3/4 of a mile from their home after it had been parked overnight for 24 hours. The customer states that his wife was grocery shopping and an announcement was made over the loud speaker that a MINI was smoking and had caught fire in the parking lot. The customer, the store manager, an employee and a shopper extinguished the fire. The customer states that the smoke and flames were coming from the back of the engine area where the exhaust manifold is located. The customer states that he had purchased the vehicle 9 months ago from a used car dealership called Ponce Used Cars and the A/C was not working properly. The customer states that the good samaritan shopper had walked off with the only key to the vehicle. The vehicle was towed by Bald Eagle Towing 855 Bald Eagle Dr. Marco Island, FL Duane 239-643-0003. The customer has not contacted his insurance company and believes that the vehicle can be repaired. The customer requests the vehicle be inspected to determine the cause of the fire.LV

Activity Info

Activity #: 1-WCA83G **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 10:24:30
Created By: Linda Vitale
Updated Dt: 07/08/2011 10:24:30
Updated By: Linda Vitale
Description: Called SM Joe Pitts and l/m.

Activity Info

Activity #: 1-WCA83I **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 10:25:03
Created By: Linda Vitale
Updated Dt: 07/08/2011 10:25:03
Updated By: Linda Vitale
Description: Spoke to SM Joe Pitts and arranged to have the vehicle towed to the center and a new key made for the vehicle.

Activity Info

Activity #: 1-WCA83K **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 10:34:53
Created By: Linda Vitale
Updated Dt: 07/08/2011 10:37:08
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/08/2011 10:35:09	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-54 Sent: Friday, July 08, 2011 10:35 AM To: [REDACTED] Subject: CR [REDACTED] VIN [REDACTED] July 8, 2011 2003 MINI Cooper / TC44026 Good morning Mr [REDACTED], As discussed, I have contacted MINI service manager, Joe Pitts at (800) 798-9237, to arrange to have your vehicle towed to the MINI of Fort Myers center for our BMW/MINI engineer to inspect your vehicle. You will need to provide your registration and drivers license to the MINI center in order to obtain a new key. Please contact me at 201-263-8213 with any questions or concerns. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-WCA8DO **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 10:39:45
Created By: Linda Vitale
Updated Dt: 07/08/2011 10:41:12
Updated By: Linda Vitale

Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/08/2011 10:40:08	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-54 Sent: Friday, July 08, 2011 10:39 AM To: Yeldham Mark, EL-5-US-4 Cc: Roughgarden Sophia, EL-4-US-4 Subject: SPI [REDACTED] Request Inspection Mark Please inspect this vehicle for a complaint of fire. See properties. The vehicle is at : MINI of Fort Myers 13880 S. Tamiami Trail, Fort Myers FL 33912 Contact: Service manager Joe Pitts (800) 798-9237 Please advise date of inspection. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-WCA8MP **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 12:03:41
Created By: Linda Vitale
Updated Dt: 07/08/2011 12:04:18
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/08/2011 12:04:00	Linda Vitale	Product Analysis Interaction	From: Roughgarden Sophia, EL-4-US-4 Sent: Friday, July 08, 2011 12:03 PM To: Donahoe Michael, V2-US-A-25 Cc: Vitale Linda, V2-US-A-54; Yeldham Mark, EL-5-US-4 Subject: RE: SPI [REDACTED] Request Inspection Hi Mike, The above referenced SPI has been assigned to you in Documentum. Thank you, Sophia 201.571.5078

Activity Info

Activity #: 1-WCKT1Y **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 15:07:50
Created By: Linda Vitale
Updated Dt: 07/08/2011 15:07:50
Updated By: Linda Vitale
Description: Spoke to customer and advised him to pay the storage fee and BMW NA will reimburse him when he faxes the receipt.

Activity Info

Activity #: 1-WCKT20 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/08/2011 15:12:24
Created By: Linda Vitale
Updated Dt: 07/08/2011 15:32:10
Updated By: Linda Vitale
Description: Spoke SM Joe Pitt and I/m advising him to tow vehicle to center.

Activity Info

Activity #: 1-WCSR7 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/11/2011 08:52:30
Created By: Linda Vitale
Updated Dt: 07/11/2011 08:58:00
Updated By: Linda Vitale
Description: Stacey from MINI of Ft. Myers called and l/m.

Activity Info

Activity #: 1-WCSRPB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/11/2011 09:02:00
Created By: Linda Vitale
Updated Dt: 07/11/2011 09:02:00
Updated By: Linda Vitale
Description: Spoke to Stacey and explained that engineer will inspect vehicle.

Activity Info

Activity #: 1-WIFKD4 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/18/2011 10:28:00
Created By: Linda Vitale
Updated Dt: 07/18/2011 10:28:00
Updated By: Linda Vitale
Description: Spoke to Stacey and she advised customer picked up rental veh. on 7/16/11 at \$30.00 a day.

Activity Info

Activity #: 1-WLFR1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/22/2011 10:18:27
Created By: Linda Vitale
Updated Dt: 07/22/2011 10:18:27
Updated By: Linda Vitale
Description: Spoke to customer and explained engineer inspection. Connectors had corrosion. Goodwill replacement with a signed release.

Activity Info

Activity #: 1-WLFR3 **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/22/2011 10:20:39
Created By: Linda Vitale
Updated Dt: 07/22/2011 10:21:35
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/22/2011 10:21:20	Linda Vitale	Customer Interaction	<p>From: Vitale Linda, V2-US-A-54 Sent: Friday, July 22, 2011 10:16 AM To: '12394300816@faxmail.com' Subject: CR [REDACTED] July 22, 2011 2003 MINI Cooper / [REDACTED] Good morning Mr. [REDACTED], Please see the attached general release form as discussed. Please sign notarize and return to me Fax 1(866)487-4042, so I may authorize the repairs at MINI of Fort Myers. You may mail the notarized copy to me at your earliest convenience : BMW NA , LLC PO Box 1227 Westwood, NJ 07675-1227 Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-WLNFCB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 07/22/2011 11:51:49
Created By: Linda Vitale
Updated Dt: 07/22/2011 11:58:07
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/22/2011 11:52:04	Linda Vitale	Dealer Interaction	<p>From: Vitale Linda, V2-US-A-54 Sent: Friday, July 22, 2011 11:47 AM To: 'joe.pitt@bmwoffortmyers.com' Subject: CR [REDACTED] Joe, Please include the key and the rental vehicle with the repair. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached) *2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** ! Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-814-0776. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be 'NA'. (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-WLNFG1 **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 07/22/2011 11:53:24
Created By: Linda Vitale
Updated Dt: 07/22/2011 11:58:55
Updated By: Linda Vitale
Description: Rec'd signed release.

Activity Info

Activity #:	1-WLNFG4	Email Body:
Status:	Done	
Type:	Product Analysis Interaction	
Assigned To:	Linda Vitale	
Created Dt:	07/22/2011 11:58:55	
Created By:	Linda Vitale	
Updated Dt:	07/22/2011 11:58:55	
Updated By:	Linda Vitale	
Description:	Closing memo.	



Service Request Detail #:201222200929

Customer Info:

Name: [Redacted]
Pref. Comm. Method: [Redacted]
Work #: [Redacted]
Home #: [Redacted]
Cell #: [Redacted]
Street Address: [Redacted]
Apt/Suite: [Redacted]
City/State/Zip: Eden Prairie, MN [Redacted]

Vehicle Info:

Chassis # (US): T [Redacted]
Chassis # (Non-US): [Redacted]
Year: 2003
Model: Cooper S
Mileage: 98000
Last Sale Date: 10/31/2002 00:00:00
In Service Date: 10/31/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201222200929
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 08/09/2012 16:54:08
Created By: Ashley Haudenschild
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Motorwerks MINI
Date Closed: 09/13/2012 15:25:18

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue
 Power Steering Complaint

Solution Note:

Date	Created By	Solution
09/13/2012 15:23:51	Linda Vitale	File closed without an SPI inspection. Limited evaluation provided from PA.Goodwill EPHS repair provided to customer with a signed release.
08/23/2012 12:49:48	Mark Uphouse	Wtr left vm for cx @ [Redacted] closed pending cb.

Activity Info

Activity #: 1-2417604010
Status: Done
Type: Email - Inbound
Assigned To: Jacqueline Miller
Created Dt: 08/08/2012 07:18:53
Created By: Siebel Administrator
Updated Dt: 08/10/2012 09:29:17
Updated By: Jacqueline Miller
Description: [XY] US, Hillgoss, TD58965

Email Body:

Dear colleagues, Please take over this complaint for review and direct customer response within market. No customer response letter will be sent from BMW AG at this stage. Yours sincerely, BMW AG Warranty Department

#####

Absender: [Redacted] Bmwgroup.Customerservice Zeit: Dienstag, 7. August 2012 Betreff: Re: Power Steering Failure and Fire -- Mini Cooper S 17605 Lorence Way, Eden Prairie, MN 55346, US Thank you. On Aug 7, 2012 2:45 AM, "BMW Group Customer Service" > wrote: Dear [Redacted] Thank you for your reply. Please send us your postal address and country of residence. We will then be able to forward your request to the relevant department. Best regards, MINI Customer Service Team -----

Bayerische Motoren Werke Aktiengesellschaft Board of Management: Norbert Reithofer, Chairman, Frank-Peter Arndt, Milagros Califa Carrelro-Andree, Herbert Dless, Klaus Draeger, Friedrich Eichner, Harald Krueger, Ian Robertson Chairman of the Supervisory Board: Joachim Millberg Registered in: Munich HRB 42243 -----

Absender: Tyler Hillgoss > Empfänger: Customer.Services > Zeit: 07.08.2012 Betreff: Re: Power Steering Failure and Fire -- Mini Cooper S Vin is WMWRE334531 [Redacted] I don't know what the format of the chassis number is and nothing says that on my registration form. Sticker number is [Redacted] If it is something else, please let me know. Thank you for your help, I look forward to a prompt response. On Aug 1, 2012 8:27 AM, "MINI Customer Service" > wrote: Dear Sir or Madam, Thank you for your e-mail. In order to process your request as quickly as possible, the responsible technical department requires the chassis no./ Vehicle Identification Number (VIN) of your MINI. You can find the chassis no./ VIN either on your vehicle registration documents or on a small metal plate near the engine of your MINI. We also require your full postal address. Thank you in advance for sending us this information. Best regards, MINI Customer Service Team -----

Bayerische Motoren Werke Aktiengesellschaft Board of Management: Norbert Reithofer, Chairman, Frank-Peter Arndt, Milagros Califa Carrelro-Andree, Herbert Dless, Klaus Draeger,

Friedrich Eichner, Harald Krueger, Ian Robertson Chairman of the Supervisory Board: Joachim Milberg Registered In: Munich HRB 42243
 Absender: [REDACTED]

Customer.Services > Zeit: 31.07.2012 Betreff: Power Steering Failure and Fire -- Mini Cooper S Good afternoon, I am one amongst the many disgruntled Mini enthusiasts that has had to deal with the known power steering problem that plagues the Mini Cooper lineup. I recently posted on BMW's Facebook wall asking if BMW was going to step up to this issue and help their loyal customers that have had to deal with this issue. I was politely directed to this email. Now I pose the same question: will you right this wrong? I know that there is a class action lawsuit out there and I know that government vehicle safety departments are researching the problem; however, BMW directly admitted to knowing that there was a problem with the power steering. Not only does it stop functioning, but some people experience engine bay fires--myself included. I was fortunate because it was contained very quickly, but not every one was so lucky. Are you willing to help a customer who has faced this issue? The idea of spending \$2,000 out of pocket to fix a problem that BMW caused is not my idea of building brand loyalty. Will you help me get this fixed so that I can continue my long-running dream of owning a nice lineup of Alpine White Ms? Will you help others who face the same issue? I truly hope you're willing to step up to the plate, show your integrity and help me with this problem so that I don't have to wait months or years until the government deems the malfunction as needing a recall. Thank you for your assistance. Sincerely, A once, and hopefully future, loyal BMW enthusiast

Activity Info

Activity #: 1-2420576294
Status: Done
Type: Email - Outbound
Assigned To: Jacqueline Miller
Created Dt: 08/10/2012 09:28:10
Created By: Jacqueline Miller
Updated Dt: 08/10/2012 09:29:25
Updated By: Siebel Administrator
Description: Your BMW Correspondence [1-2417604010]

Email Body:

Dear Mr. [REDACTED] Thank you for your reply. Your information has been forwarded to Mark at 1-800-831-1117, extension 8482. He is researching your inquiry and will call you soon to further assist you. The BMW Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1-800-831-1117. Sincerely, Jackie Miller Customer Relations and Services Representative -----Original Message----- From: Customer.Services@mini.com Sent: 8/10/2012 12:00:00 AM To: bmwagcom Subject: [XY] US, [REDACTED] Dear colleagues, Please take over this complaint for review and direct customer response within market. No customer response letter will be sent from BMW AG at this stage. Yours sincerely, BMW AG Warranty Department

#####

Absender: [REDACTED] Bmwgroup.Customerservice Zeit: Dienstag, 7. August 2012 Betreff: Re: Power Steering Failure and Fire -- Mini Cooper S 17605 Lorence Way, Eden Prairie, MN 55346, US Thank you. On Aug 7, 2012 2:45 AM, "BMW Group Customer Service" > wrote: Dear Tyler Hilligoss, Thank you for your reply. Please send us your postal address and country of residence. We will then be able to forward your request to the relevant department. Best regards, MINI Customer Service Team ----- Bayerische Motoren Werke Aktiengesellschaft Board of Management: Norbert Reithofer, Chairman, Frank-Peter Arndt, Milagros Califa Carreiro-Andree, Herbert Dless, Klaus Draeger, Friedrich Eichner, Harald Krueger, Ian Robertson Chairman of the Supervisory Board: Joachim Milberg Registered In: Munich HRB 42243

Absender: [REDACTED] Customer.Services > Zeit: 07.08.2012 Betreff: Re: Power Steering Failure and Fire -- Mini Cooper S Vin Is WMWRE334531 [REDACTED] I don't know what the format of the chassis number is and nothing says that on my registration form. Sticker number is C2748098 If it is something else, please let me know. Thank you for your help, I look forward to a prompt response. On Aug 1, 2012 8:27 AM, "MINI Customer Service" > wrote: Dear Sir or Madam, Thank you for your e-mail. In order to process your request as quickly as possible, the responsible technical department requires the chassis no./ Vehicle Identification Number (VIN) of your MINI. You can find the chassis no./ VIN either on your vehicle registration documents or on a small metal plate near the engine of your MINI. We also require your full postal address. Thank you in advance for sending us this information. Best regards, MINI Customer Service Team ----- Bayerische Motoren Werke Aktiengesellschaft Board of Management: Norbert Reithofer, Chairman, Frank-Peter Arndt, Milagros Califa Carreiro-Andree, Herbert Dless, Klaus Draeger, Friedrich Eichner, Harald Krueger, Ian Robertson Chairman of the Supervisory Board: Joachim Milberg Registered In: Munich HRB 42243

Absender: [REDACTED] Empfänger: [REDACTED] Customer.Services > Zeit: 31.07.2012 Betreff: Power Steering Failure and Fire -- Mini Cooper S Good afternoon, I am one amongst the many disgruntled Mini enthusiasts that has had to deal with the known power steering problem that plagues the Mini Cooper lineup. I recently posted on BMW's Facebook wall asking if BMW was going to step up to this issue and help their loyal customers that have had to deal with this issue. I was politely directed to this email. Now I pose the same question: will you right this wrong? I know that there is a class action lawsuit out there and I know that government vehicle safety departments are researching the problem; however, BMW directly admitted to knowing that there was a problem with the power steering. Not only does it stop functioning, but some people experience

engine bay fires--myself included. I was fortunate because it was contained very quickly, but not every one was so lucky. Are you willing to help a customer who has faced this issue? The idea of spending \$2,000 out of pocket to fix a problem that BMW caused is not my idea of building brand loyalty. Will you help me get this fixed so that I can continue my long-running dream of owning a nice lineup of Alpine White Ms? Will you help others who face the same issue? I truly hope you're willing to step up to the plate, show your integrity and help me with this problem so that I don't have to wait months or years until the government deems the malfunction as needing a recall. Thank you for your assistance. Sincerely, A once, and hopefully future, loyal BMW enthusiast

Activity Info

Activity #: 1-141JEFP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mark Uphouse
Created Dt: 08/10/2012 15:11:17
Created By: Mark Uphouse
Updated Dt: 08/10/2012 15:11:17
Updated By: Mark Uphouse
Description: Wtr left vm for cx @ 9529410554.

Activity Info

Activity #: 1-146MGRC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mark Uphouse
Created Dt: 08/16/2012 19:44:13
Created By: Mark Uphouse
Updated Dt: 08/16/2012 19:44:13
Updated By: Mark Uphouse
Description: Wtr spoke to Jeff and was adv the email was sent by Son T [REDACTED] Jeff stts [REDACTED] can be reached at [REDACTED].

Activity Info

Activity #: 1-146MGRH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mark Uphouse
Created Dt: 08/16/2012 19:47:16
Created By: Mark Uphouse
Updated Dt: 08/16/2012 19:47:16
Updated By: Mark Uphouse
Description: Wtr left vm for cx [REDACTED]

Activity Info

Activity #: 1-14AX6FZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mark Uphouse
Created Dt: 08/23/2012 12:49:21
Created By: Mark Uphouse
Updated Dt: 08/23/2012 12:49:21
Updated By: Mark Uphouse
Description: Wtr left vm for [REDACTED] closed pending cb.

Activity Info

Activity #: 1-14FH96Y **Email Body:**
Status: Done

Type: SR Re-opened
Assigned To: Rachel Clevenger
Created Dt: 08/29/2012 12:01:33
Created By: Rachel Clevenger
Updated Dt: 08/29/2012 12:01:33
Updated By: Rachel Clevenger
Description: cust called in for MU, not available, cust did not want to leave vm, wtr informed wtr would let MU know, wtr spoke with MU via OC

Activity Info

Activity #: 1-14FIOWL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mark Uphouse
Created Dt: 08/29/2012 12:27:04
Created By: Mark Uphouse
Updated Dt: 08/29/2012 12:33:43
Updated By: Mark Uphouse
Description: Wtr spoke to cx and was advised that the vehicle was in a parking lot and the engine compartment caught fire.>>

Note Create Dt.	Note Created By	Note Type	Note
08/29/2012 12:30:47	Mark Uphouse	Customer Interaction	Wtr spoke to cx and was advised that the vehicle was in a parking lot and the engine compartment caught fire. Cust stts the fire lasted for aprox 5 mins. Cs had the vehicle towed to a third party dlr. Cs they advised a fan had gone out causing the power steering pump to melt which caused the fire. Cust stts othr parts were damaged during the fire. Cs currently driving the vehicle without power steering. Wtr adv cx that the case will be reviewed by a specialist and a f/u will be made aprox 1-3 business days.

Activity Info

Activity #: 1-14FIOWQ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mark Uphouse
Created Dt: 08/29/2012 12:36:37
Created By: Mark Uphouse
Updated Dt: 08/29/2012 12:37:47
Updated By: Mark Uphouse
Description: Wtr emailed MJT>

Note Create Dt.	Note Created By	Note Type	Note
08/29/2012 12:37:32	Mark Uphouse	Corporate Interaction	From: Uphouse Mark, (Mark.Uphouse@bmwfs.com) Sent: Wednesday, August 29, 2012 12:36 PM To: Trainor Mary Jane, B2-US-A-50 Subject: [REDACTED] Thermal event power steering pump. Hi Mary-Jane, I spoke to [REDACTED] the driver of the vehicle and he informed me of a thermal situation with the vehicle. He states while the vehicle was in a parking lot the engine compartment caught fire for about five minutes. He advised me that a third party diagnosis determined that the power steering pump had melted causing the wiring to catch fire. Is this something your team needs to look into? Please advise thanks have a good rest of the day! Kind regards, Mark Uphouse Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Telephone (614) 210-8482 Fax (614) 789-1992

Activity Info

Activity #: 1-14JOHNO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 09/04/2012 12:28:50
Created By: Jay Hanson
Updated Dt: 09/04/2012 12:35:04
Updated By: Jay Hanson

Description: Spoke with customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
09/04/2012 12:29:20	Jay Hanson	Customer Interaction	Spoke with [REDACTED] Said his family has owned the vehicle since new. Said prior to the incident, the vehicle has not been involved in an accident. Said there have been a couple of fairly extensive repairs, such as replacement of the head gasket and the transmission. Said at the time of the incident, he was pulling into a parking lot. Said he was waiting to pull in when he noticed smoke coming from the engine compartment. Said he pulled off to the side, opened the hood and saw flames at the back of the engine compartment. Said the fire department was called and arrived very quickly - perhaps 5 minutes. Said the fire was extinguished. Said the vehicle was taken to a third party repair shop where they advised him that the source of the fire was the EPS. Said the vehicle has not been repaired - he has continued to drive it without power steering. Writer advised him that the vehicle should be brought to an authorized MINI center for a diagnosis. Writer offered to contact the service manager at Motorwerks MINI in order to have someone contact him about setting up an appointment.

Activity Info

Activity #: 1-14KY802 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 09/05/2012 16:43:26
Created By: Jay Hanson
Updated Dt: 09/05/2012 16:43:26
Updated By: Jay Hanson
Description: Left vm for Brett Dolgren (?) at Motorwerks MINI

Activity Info

Activity #: 1-14LX8MP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 09/06/2012 13:49:24
Created By: Jay Hanson
Updated Dt: 09/06/2012 13:49:24
Updated By: Jay Hanson
Description: Bret from Motorwerks called back - left vm. Please call at (952) 886-6337.

Activity Info

Activity #: 1-14LX8QX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 09/06/2012 13:57:00
Created By: Jay Hanson
Updated Dt: 09/06/2012 13:57:00
Updated By: Jay Hanson
Description: Spoke with Bret at Motorwerks - will contact customer and bring the vehicle in. Will call with diagnosis.

Activity Info

Activity #: 1-140T252 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nathan Weidner
Created Dt: 09/10/2012 14:24:11
Created By: Nathan Weidner
Updated Dt: 09/10/2012 14:24:11
Updated By: Nathan Weidner
Description: Tucker of Motorwerks BMW

calling for JH - wtr adv JH out
 until 9/17/12 - wtr adv Linda
 Vitale is current contact - trans
 dir to LV's VM

Activity Info

Activity #: 1-14P1HDT **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/10/2012 14:44:35
Created By: Linda Vitale
Updated Dt: 09/10/2012 14:50:36
Updated By: Linda Vitale
Description: Spoke to [REDACTED]
 [REDACTED] he will email an
 estimate with photos of damage.

Activity Info

Activity #: 1-14PBMCU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/11/2012 08:13:52
Created By: Linda Vitale
Updated Dt: 09/11/2012 09:56:52
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/11/2012 08:14:10	Linda Vitale	Dealer Interaction	From [REDACTED] Sent: Monday, September 10, 2012 6:25 PM To: Vitale Linda, B2-US-A-50 Subject: [REDACTED] pictures and estimate The power steering fan is usually the issue. The power steering pump overheats and draws too much current for the wiring harness to handle. The wiring harness overheats and makes a lot of white smoke as well as melts anything in contact with it. The power steering cooling fan is included in this estimate. There is an estimate of \$1698.55 parts and labor From: Bryan Hawk [mailto:bryan@patiencemetalfab.com] Sent: Monday, September 10, 2012 4:41 PM To: Masul,Tucker Subject: 450015 Here

Activity Info

Activity #: 1-14PBMD1 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/11/2012 09:55:59
Created By: Linda Vitale
Updated Dt: 09/11/2012 10:00:04
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/11/2012 09:56:19	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, B2-US-A-50 Sent: Tuesday, September 11, 2012 8:30 AM To: Yeldham Mark, EG-8-US-4 Subject: FW: [REDACTED] pictures and estimate CR [REDACTED] Please see email below and photos attached. This is [REDACTED] customer and the MINI center wants to know how to proceed. Spoke with [REDACTED] Said his family has owned the vehicle since new. Said prior to the incident, the vehicle has not been involved in an accident. Said there have been a couple of fairly extensive repairs, such as replacement of the head gasket and the transmission. Said at the time of the incident, he was pulling into a parking lot. Said he was waiting to pull in when he noticed smoke coming from the engine compartment. Said he pulled off to the side, opened the hood and saw flames at the back of the engine compartment. Said the fire department was called and arrived very quickly - perhaps 5 minutes. Said the fire was extinguished. Said the vehicle was taken to a third party repair shop where they advised him that the source of the fire was the EPS. Said the vehicle has not been repaired - he has continued to drive it without power steering. Writer advised him that the vehicle should be brought to an authorized MINI center for a diagnosis. Writer offered to contact the service manager at Motorwerks MINI in order to have someone contact him about setting up an appointment. Thank you. Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail:

Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-14RDY27 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 09:38:44
Created By: Linda Vitale
Updated Dt: 09/13/2012 09:43:45
Updated By: Linda Vitale
Description: Spoke to Tucker tmasui@penskeautomotive.com and will cover the repair for the customer with a signed release.

Activity Info

Activity #: 1-14RDY2B **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 09:49:00
Created By: Linda Vitale
Updated Dt: 09/13/2012 10:03:49
Updated By: Linda Vitale
Description: Called Tyler 952-334-9808 an /m.

Activity Info

Activity #: 1-14RDY7F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 09:58:49
Created By: Linda Vitale
Updated Dt: 09/13/2012 09:58:49
Updated By: Linda Vitale
Description: [REDACTED] Spoke to Tyler and will email release.

Activity Info

Activity #: 1-14RDY7N **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 10:24:45
Created By: Linda Vitale
Updated Dt: 09/13/2012 10:35:17
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/13/2012 10:25:09	Linda Vitale	Customer Interaction	From: Vitale Linda B2-US-A-50 Sent: Thursday, September 13, 2012 10:25 AM To: [REDACTED] Subject: CR [REDACTED] September 13, 2012 2003 MINI Cooper S/ [REDACTED] Good morning Mr. [REDACTED] Please see the attached general release form, as discussed. Please sign, notarize and return it to me so I may authorize the power steering pump repairs at Motorwerks MINI. You may contact the service advisor, Tucker Masul at 952-886-6371. You may email or fax 1(866) 487-4042, the signed release to me in order to start the repairs as soon as possible. Thank you. Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-14S90EK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 15:05:30
Created By: Linda Vitale
Updated Dt: 09/13/2012 15:09:57
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/13/2012 15:05:48	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Thursday, September 13, 2012 12:27 PM To: Vitale Linda, B2-US-A-50 Subject: Fwd: FW: bmw HI Linda, Here is the signed form. We had it signed by a notary as well just to get it done in one step. Thank you for contacting me this morning! [REDACTED]

Activity Info

Activity #: 1-14S90EO **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 15:15:37
Created By: Linda Vitale
Updated Dt: 09/13/2012 15:16:17
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/13/2012 15:15:56	Linda Vitale	Dealer Interaction	From: Vitale Linda, B2-US-A-50 Sent: Thursday, September 13, 2012 3:11 PM To: 'tmasul@penskeautomotive.com'; 'bdolgren@penskeautomotive.com' Subject: SPI [REDACTED] Please call Mary Jane Trainor at 201-263-8272 with any questions about how to submit all required paperwork below. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached) *2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** I Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-811-1380. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be 'NA'. (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-14S90QQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 15:16:17
Created By: Linda Vitale
Updated Dt: 09/13/2012 15:18:19
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note

09/13/2012 15:16:53	Linda Vitale	Customer Interaction	From: Vitale Linda, B2-US-A-50 Sent: Thursday, September 13, 2012 3:15 PM To: [REDACTED] Subject: RE: FW: bmw Good afternoon Tyler, I have sent the authorization to Tucker Masu. Have a nice day. Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com
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Activity Info

Activity #: 1-14S90QU **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 15:18:19
Created By: Linda Vitale
Updated Dt: 09/13/2012 15:18:19
Updated By: Linda Vitale
Description: See-note

Activity Info

Activity #: 1-14S90QW **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/13/2012 15:23:22
Created By: Linda Vitale
Updated Dt: 09/13/2012 15:23:22
Updated By: Linda Vitale
Description: Closing Memo



Service Request Detail #:201116501084

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Portland, OR [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage: 35000
Last Sale Date: 07/29/2005 00:00:00
In Service Date: 07/29/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201116501084
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 06/14/2011 20:01:12
Created By: Tam Hua
Rep Assigned: Tam Hua
Assigned Dealer:
Identified Dealer:
Date Closed: 06/14/2011 20:18:14

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
CO43	NHTSA Investigation	GQ00	GQ02	NHTSA Investigation - MINI Cooper Cooper S (2004 - 2005) Power Steering

Issue Note:

Issue

Mini Cooper S Powr Steering Pump Problem

Solution Note:

Date	Created By	Solution
06/14/2011 20:17:55	Tam Hua	Wrtr told him 1st step for asst would be to get the car to a Mini dlrship for formal diagnosis & then wrtr will escalate case to a mgr. cust stts he will call back in abt a wk after car has been in at dlr.

Activity Info

Activity #: 1-VLA1BP
Status: Done
Type: Customer Interaction
Assigned To: Tam Hua
Created Dt: 06/14/2011 20:02:38
Created By: Tam Hua
Updated Dt: 06/14/2011 20:18:13
Updated By: Tam Hua
Description: [REDACTED] (cust's husb) ci & verif pers info. He stts pwr steering harness melted & fused w/the pump almost causing his car to catch fire on the way

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
06/14/2011 20:15:46	Tam Hua	Customer Interaction	home from a 3rd party repair shop today. car was at repair shop to have thermostat & housing around that thermostat replaced. cust thought That tech did something wrong so he had car towed back to the 3rd party repair shop. Wrtr told him 1st step for asst would be to get the car to a Mini dlrship for formal diagnosis & then wrtr will escalate case to a mgr. cust stts he will call back in abt a wk after car has been in at dlr.



Service Request Detail #:200627100938

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Monmouth Junction, NJ [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper
Mileage: 40143
Last Sale Date: 01/14/2003 00:00:00
In Service Date: 04/30/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200627100938
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 09/28/2006 10:52:47
Created By: Carrie Mazanec
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Princeton MINI 86416
Date Closed: 09/28/2006 10:54:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	1000	1000	ENGINE - GENERAL

Issue Note:

Issue
 Thermal event

Solution Note:

Date	Created By	Solution
09/28/2006 10:53:51	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-7H60N5 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Carrie Mazanec
Created Dt: 09/28/2006 10:53:32
Created By: Carrie Mazanec
Updated Dt: 09/28/2006 10:53:45
Updated By: Carrie Mazanec
Description: Thermal event



Service Request Detail #:200808802092

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Torrance, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 65000
Last Sale Date: 11/30/2002 00:00:00
In Service Date: 11/30/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200808802092
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 03/28/2008 12:57:41
Created By: Micah Dickerson
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Long Beach MINI 04124
Date Closed: 04/04/2008 11:17:56

Code Description:

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

Issue Note:

Issue
 Cust. father called in to advise of vehicle catching on fire.

Solution Note:

Date	Created By	Solution
04/04/2008 11:17:49	Scott Kuchta	Closed. Refer to Special Product Investigation for resolution.
03/31/2008 10:41:59	Jay Hanson	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-COWZ1A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Micah Dickerson
Created Dt: 03/28/2008 12:59:29
Created By: Micah Dickerson
Updated Dt: 08/20/2013 21:54:48
Updated By: fm DupCustRemoval
Description: Infernal event...

Note Create Dt.	Note Created By	Note Type	Note
03/28/2008 13:00:26	Micah Dickerson	Customer Interaction	Cust. father stts that customer was eating dinner with car parked on street. Customer received call from fire dept. while at dinner indicating that vehicle is smoking. Customer's father stts that vehicle was towed to Long Beach MINI who then called customer's father to advise that fan malfunction caused steering motor to overheat and cause smoke and flame. Customer father asking to have issue escalated. Customer's father is point of contact since customer out of town. Contact # for father is [REDACTED].

Activity Info

Activity #: 1-C3HK3J **Email Body:**

Status: Done
Type: eGift Certificate
Assigned To: Scott Kuchta
Created Dt: 04/04/2008 11:17:08
Created By: Scott Kuchta
Updated Dt: 08/20/2013 21:54:48
Updated By: fm DupCustRemoval
Description: sent MINI Motoring Gear gift cert
to customer. SPI matter. see
notes

Note Create Dt.	Note Created By	Note Type	Note
04/04/2008 11:17:31	Scott Kuchta	eGift Certificate	ID DATE eGIFT NAME EMAIL AMOUNT SUS STATUS: Certificate successfully issued to [REDACTED] at [REDACTED] 4/4/2008 3624ciz [REDACTED] \$200.00 NO



Service Request Detail #:200919401449

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Orlando, FL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 108000
Last Sale Date: 02/19/2003 00:00:00
In Service Date: 02/19/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200919401449
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 07/13/2009 17:42:46
Created By: Dan Flory
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Orlando MINI 96255
Date Closed: 07/23/2009 11:21:28

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

Cust upset that his vehicle caught on fire while parked.

Solution Note:

Date	Created By	Solution
07/23/2009 11:20:15	Scott Kuchta	SPI inspection not performed. Orlando MINI diagnosed power steering issue and customer accepted parts goodwill. Customer signed general release.

Activity Info

Activity #: 1-ILI71Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Dan Flory
Created Dt: 07/13/2009 17:43:21
Created By: Dan Flory
Updated Dt: 07/13/2009 17:49:45
Updated By: Dan Flory
Description: Cust upset that his vehicle caught on firewhile parked.

Note Create Dt.	Note Created By	Note Type	Note
07/13/2009 17:44:23	Dan Flory	Customer Interaction	Cust states that his wife was driving her vehicle and she had noticed that the steering was a little sluggish while driving. Cust says his wife parked the vehicle at her work Rosen College and she started walking 50 yards when she heard her alarm start to go off, cust says his wife turned around and saw smoke coming out of the hood and then flames. Cust says no one was injured. Cust says vehicle is currently at his work 402 Bif Court Orlando, FL.

Activity Info

Activity #: 1-ILT3UZ
Status: Done
Type: Corporate Interaction
Assigned To: Dan Flory
Created Dt: 07/13/2009 17:49:15
Created By: Dan Flory
Updated Dt: 07/13/2009 17:49:54
Updated By: Dan Flory
Description: Sent Charlene an email advising of situation

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
07/13/2009 17:49:46	Dan Flory	Corporate Interaction	Hey Charlene, I just got off the phone with Mr. [REDACTED] who advised me that his Mini caught on fire. Here is the situation: Customer states that his wife was driving her vehicle and she had noticed that the steering was a little sluggish while driving. Customer says his wife parked the vehicle at her work Rosen College and she started walking 50 yards when she heard her alarm start to go off, customer says his wife turned around and saw smoke coming out of the hood and then flames. Customer says no one was injured. Customer says vehicle is currently at his work 402 Bif Court Orlando, FL. The best number to contact the customer on is [REDACTED]. If any questions let me know, Thanks. Kind Regards, Dan Flory Customer Relations and Services Specialist Telephone (614) 789-7312 (800) 831-1117*7312 Fax (614)789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-IM0Y0F
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/14/2009 15:00:58
Created By: Scott Kuchta
Updated Dt: 07/14/2009 15:04:19
Updated By: Scott Kuchta
Description: L/M with [REDACTED]; see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
07/14/2009 15:02:43	Scott Kuchta	Customer Interaction	Writer advised I see he contacted us about a problem with his Cooper S. Left direct contact info and requested call back, that way I can see how I can help him.

Activity Info

Activity #: 1-IO1AI5
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/16/2009 09:19:42
Created By: Scott Kuchta
Updated Dt: 07/16/2009 09:19:42
Updated By: Scott Kuchta
Description: SW [REDACTED]..he states he will call writer back in 5 minutes

Email Body:**Activity Info**

Activity #: 1-IO1AI7
Status: Done
Type: Customer Interaction

Email Body:

Assigned To: Scott Kuchta
Created Dt: 07/16/2009 09:27:38
Created By: Scott Kuchta
Updated Dt: 07/16/2009 09:43:48
Updated By: Scott Kuchta
Description: [REDACTED] calls in; see notes

Note Create Dt.	Note Created By	Note Type	Note
07/16/2009 09:29:15	Scott Kuchta	Customer Interaction	[REDACTED] states his wife drove the vehicle for about 10 minutes to work, and after parking the car and walking away, she heard the alarm go off, looked back at the car, and noticed smoke coming out of the hood; and then flames. C/s there were no injuries. C/s he had the car towed to his home for the time being (402 Bif Court, Orlando FL). C/s he's read of power steering fires on line. C/s he purchased the car in 2006 and does the maintenance himself, as he is a mechanic. C/s his insurance company is supposed to look at the car on 7/20. Writer asked if he would be interested in having Orlando MINI Dealer diagnose the car. C/s yes. Cust states he thinks he is 15 miles from the dealer. Writer advised I will contact dealer and get back to him.

Activity Info

Activity #: 1-IO1AIB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/16/2009 09:43:48
Created By: Scott Kuchta
Updated Dt: 07/16/2009 10:14:28
Updated By: Scott Kuchta
Description: sw Jatin Patel, svc mgr at Orlando MINI 407-835-2727..see notes

Note Create Dt.	Note Created By	Note Type	Note
07/16/2009 10:12:34	Scott Kuchta	Dealer Interaction	Jatin states he uses a towing service at 407-509-9678 and can reflect the charge as a sublet

Activity Info

Activity #: 1-IO1AS5 **Email Body:**
Status: Done
Type: Independent Collision Facility
Assigned To: Scott Kuchta
Created Dt: 07/16/2009 10:14:28
Created By: Scott Kuchta
Updated Dt: 07/16/2009 10:14:28
Updated By: Scott Kuchta
Description: sw [REDACTED] Provided customer information including vehicle location. [REDACTED] states he will make tow arrangements and bill Orlando MINI

Activity Info

Activity #: 1-IO1AS7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/16/2009 10:16:30
Created By: Scott Kuchta

Updated Dt: 07/16/2009 10:30:03
Updated By: Scott Kuchta
Description: cust called in and left message

Note Create Dt.	Note Created By	Note Type	Note
07/16/2009 10:19:17	Scott Kuchta	Customer Interaction	cust states thank you for the assistance so far; he just spoke with towing service and the vehicle will be moved to Orlando MINI. c/s his cell phone is dying, however he can be reached at work [REDACTED]. Cust mentioned that he has alternate transportation.

Activity Info

Activity #: 1-IO1ASB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/16/2009 10:30:03
Created By: Scott Kuchta
Updated Dt: 07/16/2009 10:34:03
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
07/16/2009 10:31:14	Scott Kuchta	Dealer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, July 16, 2009 10:11 AM To: [REDACTED] Subject: RE: vin [REDACTED] / 2003 Cooper S / [REDACTED], Just spoke with Tommy at the tow service -- nice guy. He already called the customer, and is having this vehicle towed in to your dealer. When you can, please diagnose the vehicle for alleged power steering/cooling fan fire. My SPI department will reimburse your dealer thru DCS at warranty labor rates for whatever we agree to cover. **Please also complete an open campaign on the car. When the diagnosis is done, please fax an estimate to me at 866-604-4704. Email works too. I just want to review what the car needs prior to making any goodwill offer to the customer. Thanks again. Scott Kuchta 201-263-8267

Activity Info

Activity #: 1-IQT2FT **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/20/2009 16:40:12
Created By: Scott Kuchta
Updated Dt: 07/20/2009 16:40:12
Updated By: Scott Kuchta
Description: received estimate from Orlando MINI

Activity Info

Activity #: 1-IQT2JR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/20/2009 16:52:51
Created By: Scott Kuchta
Updated Dt: 07/21/2009 10:08:48
Updated By: Scott Kuchta
Description: sw cust. writer advised I've asked Orlando MINI to diagnose his vehicle and they've done so

Note Create Dt.	Note Created By	Note Type	Note
07/20/2009 16:54:25	Scott Kuchta	Customer Interaction	Writer advised it appears the power steering pump failed, causing wiring harness overheat. Writer advised his vehicle's warranty expired in 2007, however we can agree to offer the parts for the repair as goodwill, provided he pays the labor at Orlando MINI. Writer advised a release needs to be signed. c/s there are many problems with power steering pumps and states he should not have to pay for anything. C/s he will review with his insurance company and lawyer. Writer advised we are offering to cover the majority of the needed repair on his out of warranty 108k mile vehicle. Writer advised any part can fail over time. Cust requests list of parts that would be replaced. Writer advised I will speak with svc mgr and get back to him with exact dollar amount. c/s his insurance company looked at the car today and will get their results soon.

Activity Info

Activity #: 1-IR5SPO **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/21/2009 10:06:45
Created By: Scott Kuchta
Updated Dt: 07/21/2009 10:10:45
Updated By: Scott Kuchta
Description: sw Jatin at dealer...he has faxed an estimate reflecting warranty labor and parts rates...labor looks to be about \$932.88

Note Create Dt.	Note Created By	Note Type	Note
07/21/2009 10:08:51	Scott Kuchta	Dealer Interaction	writer advised I offered parts goodwill to [REDACTED], and he was not happy with the offer.

Activity Info

Activity #: 1-IR5SPT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/21/2009 10:25:58
Created By: Scott Kuchta
Updated Dt: 07/21/2009 11:08:26
Updated By: Scott Kuchta
Description: sw Justin Joy. see notes

Note Create Dt.	Note Created By	Note Type	Note
07/21/2009 10:28:07	Scott Kuchta	Customer Interaction	writer advised I spoke with Orlando MINI to confirm parts and pricing. Writer advised the reduced labor rate comes to a total of about \$930 plus taxes. Cust asked how much parts come to? Writer advised we are offering to goodwill the parts and I didn't add up the parts cost but it's between 1000 and 1500. Cust states his wife "[REDACTED]" loves the MINI and intends to buy another BMW product in the future, and this is their only transportation. C/s he's read that MINI transmissions fail often and clutches as well. Cust asked if I can provide and info on that. Writer advised any part can fail over time and usage. Cust asked if release can be faxed to fax number [REDACTED]. Writer advised I will fax release today and as soon as I have it back, I will have Orlando MINI contact him about when the car might be ready, and to review repair order if need be. Cust states thank you for the assistance.

Activity Info

Activity #: 1-IR5SZ3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta

Created Dt: 07/21/2009 11:09:03
Created By: Scott Kuchta
Updated Dt: 07/21/2009 11:11:25
Updated By: Scott Kuchta
Description: faxed release to customer

Note Create Dt.	Note Created By	Note Type	Note
07/21/2009 11:10:22	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Tuesday, July 21, 2009 11:09 AM To: '14078553232@faxmail.com' Subject:

Activity Info

Activity #: 1-IS6SYN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/22/2009 11:54:53
Created By: Scott Kuchta
Updated Dt: 07/22/2009 11:55:34
Updated By: Scott Kuchta
Description: cust states he will fax signed release today or tomorrow (has no fax access right now)

Note Create Dt.	Note Created By	Note Type	Note
07/22/2009 11:55:16	Scott Kuchta	Customer Interaction	cust asked if notarization is required. Writer advised it is not.

Activity Info

Activity #: 1-ISYSF3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/23/2009 10:50:08
Created By: Scott Kuchta
Updated Dt: 07/23/2009 10:50:08
Updated By: Scott Kuchta
Description: received signed and dated copy of general release. The customers appeared to have initialed the release, and dated it 7/22/09.

Activity Info

Activity #: 1-ISYSF5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/23/2009 11:02:57
Created By: Scott Kuchta
Updated Dt: 07/23/2009 11:03:32
Updated By: Scott Kuchta
Description: sent repair authorization to Jatin Patel

Note Create Dt.	Note Created By	Note Type	Note
07/23/2009	Scott	Dealer	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, July 23, 2009 11:02 AM To: [REDACTED] Subject: vin [REDACTED], Let me know if you have any

11:03:18	Kuchta	Interaction	questions. Thanks again. Regards, Scott Kuchta Customer Relations and Services SPI Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Service Request Detail #:200915600579

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Superior, WI [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 87500
Last Sale Date: 11/27/2002 00:00:00
In Service Date: 11/27/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200915600579
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 06/05/2009 14:05:04
Created By: John Langenbahn
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Motorwerks MINI
Date Closed: 06/19/2009 16:38:55

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

cust states engine caught on fire due to steering pump overheating, was at MINI driving school

Solution Note:

Date	Created By	Solution
06/19/2009 16:38:29	Scott Kuchta	Reviewed customer concern of power steering fire. Repair was performed as goodwill by dealer, prior to customer contact.

Activity Info

Activity #: 1-1070364768
Status: Done
Type: Email - Inbound
Assigned To: Christa McGrew
Created Dt: 06/05/2009 10:57:04
Created By: Siebel Administrator
Updated Dt: 06/08/2009 12:50:21
Updated By: Christa McGrew
Description: General customer service

Email Body:

First name: [REDACTED] question/comment: I recently had a power steering pump overheat and start a fire. The Dealer said that he has seen this before and in a general web search find many other instances of this occurrence. As a long time fan of your cars I am concerned for the safety of my family. Can you shed more light on this subject. I have a 2003 model year built in Nov 2002 that has already received a replacement power steering fan under warranty. Please advise. Thank you in advance.

Activity Info

Activity #: 1-HPDAME
Status: Done
Type: Customer Interaction
Assigned To: John Langenbahn
Created Dt: 06/05/2009 14:05:38

Email Body:

Created By: John Langenbahn
Updated Dt: 06/05/2009 14:16:58
Updated By: John Langenbahn
Description: cust states engine caught on fire due to steering pump overheating, was at MINI driving school

Note Create Dt.	Note Created By	Note Type	Note
06/05/2009 14:07:07	John Langenbahn	Customer Interaction	cust states he got off the track, decided to change tires, went and jacked vehicle up on front tire. cust went away to get another jack and when he came back the engine was on fire. no noticeable leaks. cust states he loves the vehicle and enjoyed racing it, but is concerned about the vehicle replicating issue again if deeper issue is not addressed. cust states wife refuses to drive in vehicle anymore.

Activity Info

Activity #: 1-HRG4CF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: John Langenbahn
Created Dt: 06/09/2009 11:46:18
Created By: John Langenbahn
Updated Dt: 06/09/2009 11:47:47
Updated By: John Langenbahn
Description: wrtr left VM for assist SM Paul (SM ooo til next monday)

Activity Info

Activity #: 1-HS2ODN **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: John Langenbahn
Created Dt: 06/09/2009 14:00:41
Created By: John Langenbahn
Updated Dt: 06/09/2009 14:00:41
Updated By: John Langenbahn
Description: Paul from dealer left VM req call back 612-919-7385

Activity Info

Activity #: 1-HS2ODP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: John Langenbahn
Created Dt: 06/09/2009 14:01:06
Created By: John Langenbahn
Updated Dt: 06/09/2009 14:06:07
Updated By: John Langenbahn
Description: wrtr spoke with Paul at dealer, adv has not yet seen vehicle

Activity Info

Activity #: 1-HSB7S3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: John Langenbahn

Created Dt: 06/09/2009 17:17:24
Created By: John Langenbahn
Updated Dt: 06/09/2009 17:17:24
Updated By: John Langenbahn
Description: wrtr left VM for cust to call back

Activity Info

Activity #: 1-HSB7VF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: John Langenbahn
Created Dt: 06/09/2009 17:32:29
Created By: John Langenbahn
Updated Dt: 06/09/2009 17:32:29
Updated By: John Langenbahn
Description: cci and left VM req call back

Activity Info

Activity #: 1-HUGTQK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: John Langenbahn
Created Dt: 06/11/2009 13:05:54
Created By: John Langenbahn
Updated Dt: 06/11/2009 13:05:54
Updated By: John Langenbahn
Description: cci and left VM req call back

Activity Info

Activity #: 1-HVC8AH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 06/12/2009 12:16:33
Created By: Scott Kuchta
Updated Dt: 06/12/2009 12:20:30
Updated By: Scott Kuchta
Description: sw [REDACTED] at [REDACTED]
 see notes

Note Create Dt.	Note Created By	Note Type	Note
06/12/2009 12:17:26	Scott Kuchta	Customer Interaction	c/s his car is at Motorwerks MINI right now, and he is happy in that the dealer repaired the power steering sytem at no charge to him. c/s he does have remaining concern however...his wife is worried that a fire can occur in the future due to a design problem. cust admits he was driving the car spiritedly on a track at the time of the 2nd fire situation, but feels if no wiring or cooling fan part update to make the system stronger was done, it will happen again. c/s he would pay for a new design if there is one. Writer offered to review repair order to see what was done, and then to contact engineering to see about parts, and then call back late next week. Writer advised I'm with MINI USA corporate office in NJ and I have direct contact with engineering. c/s thanks for time, and the reason he left his car at dealer is because it's 150 miles away and he's curious about any parts update.

Activity Info

Activity #: 1-I0NTNA **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Scott Kuchta
Created Dt: 06/18/2009 15:43:41
Created By: Scott Kuchta
Updated Dt: 06/18/2009 15:44:51
Updated By: Scott Kuchta
Description: sw cust advisor Rick Stahlberg
888-859-1982; see notes

Note Create Dt.	Note Created By	Note Type	Note
06/18/2009 15:44:14	Scott Kuchta	Dealer Interaction	Rick states Scott Schwartz was involved; RO is going to be faxed. Writer advised cust concerned of repeat power steering fan issues

Activity Info

Activity #: 1-I0NTR0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 06/18/2009 16:07:34
Created By: Scott Kuchta
Updated Dt: 06/18/2009 16:07:34
Updated By: Scott Kuchta
Description: received RO dated 6/1/09 87,820
miles from Motorwerks MINI

Activity Info

Activity #: 1-I0NTR2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 06/18/2009 16:31:12
Created By: Scott Kuchta
Updated Dt: 06/19/2009 16:34:40
Updated By: Scott Kuchta
Description: L/M with Mr. Kellner at 218-349-
3338

Note Create Dt.	Note Created By	Note Type	Note
06/18/2009 16:31:27	Scott Kuchta	Customer Interaction	writer advised I obtained RO from Motorwerks MINI and wanted to let cust know what I found. Requested call back.

Activity Info

Activity #: 1-I1PKME **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 06/19/2009 16:34:22
Created By: Scott Kuchta
Updated Dt: 06/19/2009 16:38:10
Updated By: Scott Kuchta
Description: cust called in; see notes

Note Create Dt.	Note Created By	Note Type	Note
			writer advised I spoke with Brian Stahlberg at dealer yesterday and I then reviewed his car's service history; writer advised I found that his vehicle's power steering cooling fan seized around 65k miles, and the dealer performed a bulletin at that time to separate power steering cooling fan wiring from

06/19/2009 16:34:41	Scott Kuchta	Customer Interaction	aux engine cooling fan circuit protection...both fans were replaced. Writer advised at 87k miles the power steering pump, not the fan, failed...c/s the pump is what caused the fire. Writer advised it appears so. Writer advised the dealer made the correct repair and I believe the car is ready now. Writer advised there are no other parts that can be added to address his lack of confidence in the power steering system. c/s okay, thanks for the time. cust suggests having fire extinguisher option for the vehicle. c/s he is picking his car up this weekend.
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Service Request Detail #:201201601061

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Willard, MO [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage:
Last Sale Date: 06/28/2002 00:00:00
In Service Date: 06/28/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201201601061
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 01/16/2012 16:21:00
Created By: Andrea Piotrowski
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Baron MINI
Date Closed: 01/24/2012 08:25:27

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Thermal incident-Power Steering/Wiring Harness/Alternator Concerns

Solution Note:

Date	Created By	Solution
01/24/2012 08:24:15	Linda Vitale	File closed without an SPI inspection. Limited evaluation provided from PA. Customer provided with goodwill repair with a signed release.

Activity Info

Activity #: 1-2163330549
Status: Done
Type: Email - Inbound
Assigned To: Andrea Piotrowski
Created Dt: 01/14/2012 09:17:43
Created By: Siebel Administrator
Updated Dt: 01/16/2012 16:23:39
Updated By: Andrea Piotrowski
Description: Technical issues

Email Body:

First name: [REDACTED] Vin: N/A Question /
 Comment: We purchases a new mini S 2002, last week I had been setting in the car waiting on my wife for approximatley ten minutes. I saw smoke and realized it was the mini. The garage is telling me power steering caught fire, wiring harness, alternator, Is their a recall on any of this that may have gone unnoticed? Thanks for your help.

Activity Info

Activity #: 1-2165018288
Status: Done
Type: Email - Outbound
Assigned To: Andrea Piotrowski
Created Dt: 01/16/2012 16:21:02
Created By: Andrea Piotrowski
Updated Dt: 01/16/2012 16:26:23
Updated By: Andrea Piotrowski

Email Body:

Hi Gary, Thanks for writing to MINI. I was sorry to read of your recent experience. Your situation has been forwarded to our executive offices. They will be back in touch with you within 48 business hours. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Andrea Piotrowski MINI Customer Relations and Services Representative ---
 --Original Message-- From: [REDACTED] Sent: 1/16/2012 12:00:00 AM To: webmastermini Subject: Technical issues First name: [REDACTED] Phone: [REDACTED] Vin: N/A Question / Comment: We purchases a new mini S

Description: Your MINI Correspondence [1-2163330549]

2002, last week I had been setting in the car waiting on my wife for approximatley ten minutes. I saw smoke and realized it was the mini. The garage is telling me power steering caught fire, wiring harness, alternator, Is their a recall on any of this that may have gone unnoticed? Thanks for your help.

Activity Info

Activity #: 1-ZVA3BD
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/19/2012 11:57:53
Created By: Linda Vitale
Updated Dt: 01/19/2012 14:09:22
Updated By: Linda Vitale
Description: Customer Interview-See note

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
01/19/2012 13:52:50	Linda Vitale	Customer Interaction	The customer states that on 1/6/12 at 2:00pm he and his wife had stopped at a grocery store at 500 S. Miller Rd in Willard, MO 65781 and while his wife went in to pick up a few groceries he had turned off his MINI vehicle and sat waiting with his dog in the car. The customer staes that he noticed smoke coming from the front passenger side of the engine compartment an quickly got out of the vehicle. The customer states that he saw glowing wires and small flames through the passenger fron tire area. The customer states that he ran into the grocery store and got a fire extinguisher, popped the hood and was able to extinguish the fire. The customer states there was not too much flame observed. The customer states that the vehicle is at Reliable BMW and he would like to have it repaired. The customer states that he does not wish to put it through his insurance carrier, however he had initially contacted them Anpac Ins. Claim# [REDACTED] Agent Jean Dunn 800-333-2861 X2517 LV.

Activity Info

Activity #: 1-ZVA3NB
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/19/2012 14:08:28
Created By: Linda Vitale
Updated Dt: 01/19/2012 14:09:30
Updated By: Linda Vitale
Description: Called SM Jay Ortiz and l/m to send photos and estimate for MINI repair.

Email Body:

Activity Info

Activity #: 1-ZVA3NF
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/19/2012 14:22:53
Created By: Linda Vitale
Updated Dt: 01/19/2012 14:24:11
Updated By: Linda Vitale
Description: See-note

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
			From [REDACTED]] Sent: Thursday, January 19, 2012 12:09 PM To: Vitale Linda, V2-US-A-50 Subject: Pursuant to our telephone conversation this morning,

01/19/2012 14:23:08	Linda Vitale	Customer Interaction	please find attached the Willard MO Fireman's Report relative to the 01/06/2012 fire incident with our Mini Cooper. Please let me know if additional information is needed. Thank you for your assistance in this matter. [REDACTED] WILLARD MO [REDACTED]: [REDACTED]
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Activity Info

Activity #: 1-ZVA30D **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/19/2012 14:24:11
Created By: Linda Vitale
Updated Dt: 01/19/2012 14:25:42
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/19/2012 14:24:26	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Thursday, January 19, 2012 2:24 PM To: [REDACTED] Subject: CR [REDACTED] VIN T [REDACTED] January 19, 2012 2002 MINI Cooper S / TD51991 Good afternoon Mr [REDACTED], Thank you for the Willard fire dept. report. I have contacted service manager Jay Ortiz at Reliable BMW and I am waiting for the estimate and photos of your MINI. I will be back in touch as soon as I am able. Have a nice day. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-ZVA30H **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/19/2012 14:26:55
Created By: Linda Vitale
Updated Dt: 01/19/2012 14:26:55
Updated By: Linda Vitale
Description: SM Jay Ortiz 417-655-9812 called and l/m that he will send an estimate & photos on MINI repair.

Activity Info

Activity #: 1-ZW0Z91 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/20/2012 13:40:39
Created By: Linda Vitale
Updated Dt: 01/20/2012 13:40:39
Updated By: Linda Vitale
Description: Called SM Jay Ortiz and l/m.

Activity Info

Activity #: 1-ZWVNSF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/20/2012 15:11:20

Created By: Linda Vitale
Updated Dt: 01/20/2012 15:12:25
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/20/2012 15:11:40	Linda Vitale	Dealer Interaction	From: Ortiz, Jay [mailto:JOrtiz01@vtaig.com] Sent: Friday, January 20, 2012 2:50 PM To: Vitale Linda, V2-US-A-50 Subject: 2002 Mini Cooper S Linda, I have attached photos and prices for repair. Thanks, Jay Ortiz BMW / Audi Service Manager Reliable Superstore Springfield, MO Office: 417.655.9812 Fax: 417.889.1227 Cell: [REDACTED] eMail: jortiz01@vtaig.com

Activity Info

Activity #: 1-ZWNTD **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/20/2012 15:12:25
Created By: Linda Vitale
Updated Dt: 01/20/2012 15:43:56
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/20/2012 15:12:49	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Friday, January 20, 2012 3:12 PM To: Yeldham Mark, EL-5-US-4 Subject: FW: 2002 Mini Cooper S Mark, Please call me to discuss. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-ZY7HHX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/23/2012 12:14:54
Created By: Linda Vitale
Updated Dt: 01/23/2012 12:15:40
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/23/2012 12:15:26	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Monday, January 23, 2012 12:14 PM To: [REDACTED] Subject: CR [REDACTED] VIN T [REDACTED] January 23, 2012 2002 MINI Cooper S/ TD51991 Good afternoon Mr [REDACTED], Please see the attached general release form, as discussed. Please sign, notarize and return it to me so I may authorize the power steering pump repairs at Reliable BMW of Springfield. You may contact the service manager Jay Ortiz at (417) 889-9200. You may email or fax 1(866) 487-4042, the signed release to me in order to start the repairs as soon as possible. Please send the original by mail to : BMW NA, LLC P.O. Box 1227 Westwood, NJ 07675-1227 Please call me with any questions at 201-263-8213. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-ZYM5HI **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/24/2012 08:02:56
Created By: Linda Vitale
Updated Dt: 01/24/2012 08:09:00
Updated By: Linda Vitale
Description: Rec'd signed release.

Activity Info

Activity #: 1-ZYM5HK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/24/2012 08:07:34
Created By: Linda Vitale
Updated Dt: 01/24/2012 08:11:44
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/24/2012 08:07:51	Linda Vitale	Dealer Interaction	<p>From: Vitale Linda, V2-US-A-50 Sent: Tuesday, January 24, 2012 8:07 AM To: 'Ortiz, Jay' Subject: RE: 2002 Mini Cooper S SPI [REDACTED] Jay, Please see the attached paperwork and proceed with the repair. Please call Mary Jane Trainor at 201-263-8272 with any questions about how to submit all required paperwork below. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached) *2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** ! Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-814-0776. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be 'NA'. (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-ZYM5HP **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/24/2012 08:14:49
Created By: Linda Vitale
Updated Dt: 01/24/2012 08:14:49
Updated By: Linda Vitale
Description: Closing Memo.

Activity Info

Activity #: 1-ZYM5HR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/24/2012 08:22:07
Created By: Linda Vitale
Updated Dt: 01/24/2012 08:24:15
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/24/2012 08:23:21	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Tuesday, January 24, 2012 8:22 AM To: [REDACTED] Subject: RE: CR [REDACTED] January 24, 2012 2002 MINI Cooper S/ TD51991 Good morning Mr. [REDACTED], I have sent the authorization to Reliable BMW service manager, Jay Ortiz, 417-655-9812 to repair your MINI vehicle. Please let me know if I can assist you with any other MINI needs. Have a nice day! Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227



Service Request Detail #:200834500675

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Dresher, PA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 75280
Last Sale Date: 03/27/2003 00:00:00
In Service Date: 03/27/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200834500675
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 12/10/2008 09:50:04
Created By: Jennifer Edgin
Rep Assigned: Charlene Banks
Assigned Dealer:
Identified Dealer:
Date Closed: 12/18/2008 14:09:19

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 Your MINI Cooper

Solution Note:

Date	Created By	Solution
12/18/2008 14:09:13	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.
12/10/2008 09:53:10	Jennifer Edgin	Req more info.

Activity Info

Activity #: 1-900996162
Status: Done
Type: Email - Inbound
Assigned To: Jennifer Edgin
Created Dt: 12/08/2008 14:55:23
Created By: Siebel Administrator
Updated Dt: 12/10/2008 09:51:51
Updated By: Jennifer Edgin
Description: General customer service

Email Body:

First name: Irina Last name: [REDACTED] question/comment: My car recently caught on fire due to the malfunction of the power steering pump. I believe it was a manufacturing defect and ready to discuss the issue with the MINIUSA management. Sincerely, Irina 215.740.7461

Activity Info

Activity #: 1-902209101
Status: Done
Type: Email - Outbound
Assigned To: Jennifer Edgin
Created Dt: 12/10/2008 09:51:26
Created By: Jennifer Edgin
Updated Dt: 12/10/2008 09:51:55

Email Body:

Hi [REDACTED], Thanks for writing MINI. I was sorry to read of the accident, and I hope you are doing well. So that we may further review your situation, please forward us your vehicle identification number (VIN), current mileage, your address and best contact phone number(s). We look forward to your response. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. LET'S MOTOR. Jen Edgin MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464) -----Original Message----- From: [REDACTED] Sent: 12/10/2008 12:00:00 AM To: miniassist Subject:

Updated By: Siebel Administrator
Description: Your MINI Cooper [1-900996162]

General customer service First name: [REDACTED]
 question/comment: My car recently caught on fire due to the malfunction of the power steering pump. I believe it was a manufacturing defect and ready to discuss the issue with the MINIUSA management. Sincerely, [REDACTED]

Activity Info

Activity #: 1-906287378
Status: Done
Type: Email - Inbound
Assigned To: Jennifer Edgin
Created Dt: 12/17/2008 11:41:46
Created By: Siebel Administrator
Updated Dt: 12/17/2008 12:46:26
Updated By: Jennifer Edgin
Description: RE: Your MINI Cooper [1-900996162]

Email Body:

Hello, Below is the info you requested: VIN #:wmwrc334x3[REDACTED] Mileage: 75,280
 Address: [REDACTED] Dresher PA [REDACTED] Cell phone: [REDACTED] Please let me know if you have other questions. Irina ***** A
 THOUGHT FOR TODAY: What can be added to the happiness of a man who is in health, out of debt, and has a clear conscience? -Adam Smith, economist (1723-1790) > Date: Wed, 10 Dec 2008 09:51:54 -0500 > From: MINI.Assistance@askMINIUSA.COM > Subject: Your MINI Cooper [1-900996162] > To: muecke98@hotmail.com > > Hi Irina, > > Thanks for writing MINI. I was sorry to read of the accident, and I hope you are doing well. > > So that we may further review your situation, please forward us your vehicle identification number (VIN), current mileage, your address and best contact phone number(s). We look forward to your response. > > If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. > > LET'S MOTOR. > Jen Edgin > MINI Customer Relations and Services > Representative > 866.ASK.MINI (275.6464) > > > > -----Original Message----- > > From: [REDACTED] > Sent: 12/10/2008 12:00:00 AM > To: miniassist > Subject: General customer service > > First name: [REDACTED] > > question/comment: > My car recently caught on fire due to the malfunction of the power steering pump. I believe it was a manufacturing defect and ready to discuss the issue with the MINIUSA management. > > Sincerely, > > [REDACTED] > > [REDACTED] Send e-mail anywhere. No map, no compass. Get your Hotmail@ account now.

Activity Info

Activity #: 1-906386816
Status: Done
Type: Email - Outbound
Assigned To: Jennifer Edgin
Created Dt: 12/17/2008 12:31:09
Created By: Jennifer Edgin
Updated Dt: 12/17/2008 12:46:28
Updated By: Siebel Administrator
Description: RE: Your MINI Cooper [1-900996162]

Email Body:

Hi [REDACTED] Thanks for your reply. Again, I am sorry to hear that you had trouble with your MINI. Your situation has been forwarded to our executive offices. They will be back in touch with you within 48 business hours. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. LET'S MOTOR. Jen Edgin MINI Customer Relations and Services Representative 866.ASK.MINI (275.6464) -----Original Message----- From: [REDACTED] Sent: 12/17/2008 12:00:00 AM To: miniassist Subject: Your MINI Cooper [1-900996162] Hello, Below is the info you requested: VIN #:wmwrc334x3[REDACTED] Mileage: 75,280 Address: [REDACTED] Dresher PA [REDACTED] [REDACTED] Please let me know if you have other questions. [REDACTED] ***** A THOUGHT FOR TODAY: What can be added to the happiness of a man who is in health, out of debt, and has a clear conscience? - Adam Smith, economist (1723-1790) > Date: Wed, 10 Dec 2008 09:51:54 -0500 > From: MINI.Assistance@askMINIUSA.COM > Subject: Your MINI Cooper [1-900996162] > To: [REDACTED] > > Hi [REDACTED] > > Thanks for writing MINI. I was sorry to read of the accident, and I hope you are doing well. > > So that we may further review your situation, please forward us your vehicle identification number (VIN), current mileage, your address and best contact phone number(s). We look forward to your response. > > If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. > > LET'S MOTOR. > Jen Edgin > MINI Customer Relations and Services > Representative > 866.ASK.MINI (275.6464) > > > > -----Original Message----- > > From: [REDACTED] > Sent: 12/10/2008 12:00:00 AM > To: miniassist > Subject: General customer service > > First name: [REDACTED] > > question/comment: > My car recently caught on fire due to the malfunction of the power steering pump. I believe it was a manufacturing defect and ready to discuss the issue with the MINIUSA management. > > Sincerely, > > [REDACTED] > > [REDACTED] Send e-mail anywhere. No map, no compass. Get your Hotmail@ account now.



Service Request Detail #:200403300033

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Hamilton, NJ [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 05/29/2003 00:00:00
In Service Date: 05/29/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200403300033
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 02/02/2004 09:15:47
Created By: Matt Van Allen
Rep Assigned: Matt Van Allen
Assigned Dealer:
Identified Dealer:
Date Closed: 02/02/2004 09:19:02

Code Description:

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

Issue Note:

Issue

Customer claims that steering lock up causing accident.

Solution Note:

Date	Created By	Solution
02/02/2004 09:18:06	Matt Van Allen	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-2DBTCH **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Matt Van Allen
Created Dt: 02/02/2004 09:16:25
Created By: Matt Van Allen
Updated Dt: 03/21/2004 07:31:19
Updated By: fm DupCustRemoval
Description: Customer claims that steering lock up causing accident.

Note Create Dt.	Note Created By	Note Type	Note
02/02/2004 09:16:49	Matt Van Allen	Corporate Interaction	Rec'd notice from Tim McDermott.



Service Request Detail #:200811201651

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Creedmoor, NC [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 75000
Last Sale Date: 02/15/2003 00:00:00
In Service Date: 02/15/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200811201651
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 04/21/2008 12:59:30
Created By: Margaret Brown
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 04/23/2008 09:54:52

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 cust request assistance with veh fire

Solution Note:

Date	Created By	Solution
04/23/2008 09:54:41	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-C9VZ29 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Margaret Brown
Created Dt: 04/21/2008 13:00:10
Created By: Margaret Brown
Updated Dt: 04/21/2008 13:02:41
Updated By: Margaret Brown
Description: cust request assistance with veh fire

Note Create Dt.	Note Created By	Note Type	Note
04/21/2008 13:00:26	Margaret Brown	Customer Interaction	Cust stts very upset b/c veh caught fire, think it was something to do with power steering. cust stts wants this taken seriously and looked into, could have burned their house down. writer adv apology, adv do take seriously, will have looked into and cust can expect CB in 48hrs. cust stts veh is at BMW specialist (independent) Loney's Imports, who has contacted Flow MINI. Cust stts best to contact on cell listed in SR, veh has appx. 75,000 miles.



Service Request Detail #:200830600073

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
Cell #: --
Street Address: [REDACTED]
Apt/Suite:
City/State/Zip: Brookline, NH [REDACTED]
Vehicle Info:
Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage:
Last Sale Date:
In Service Date:
Review Indicator: None

Service Request Info:

Service Request #: 200830600073
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 11/01/2008 12:03:52
Created By: Laurie Burkland
Rep Assigned: Laurie Burkland
Assigned Dealer:
Identified Dealer:
Date Closed: 11/10/2008 17:59:49

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV30	ROADSIDE ASSISTANCE CONTACT	AT01	AT01	ROADSIDE ASSISTANCE GENERAL

Issue Note:

Issue
 RSA complaint. Cust stts he was denied service.

Solution Note:

Date	Created By	Solution
11/04/2008 09:31:20	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.
11/04/2008 09:27:54	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.
11/03/2008 17:26:17	Laurie Burkland	Closed. Refer to Special Product Investigation for resolution.
11/03/2008 17:07:59	Charlene Banks	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-873775044
Status: Done
Type: Email - Inbound
Assigned To: Laurie Burkland
Created Dt: 10/31/2008 11:00:12
Created By: Siebel Administrator
Updated Dt: 11/01/2008 12:23:30
Updated By: Laurie Burkland
Description: General customer service

Email Body:

First name: [REDACTED] question/comment: Hi - I just had a power steering pump electrical fire in my 05 mini S. WMWRE335251 [REDACTED] vin. THE ROADSIDE ASSISTANCE department would not tow my vehicle to the local mini dealer. Told me to call my insurance co. My car is stranded on the roadside, broken due a know problem with PS pumps and electrical failures associated with them and the services I pay for through the cost of buyin the vehicle are denied. So I'm left here trying decide what to do. If this is the way MINI owners are treated I'll probably not purchase another vehicle..... I can b e reached at [REDACTED]

Activity Info

Activity #: 1-EGL4KF
Status: Done
Type: Field Interaction
Assigned To: Laurie Burkland
Created Dt: 11/01/2008 12:07:45
Created By: Laurie Burkland
Updated Dt: 11/03/2008 17:07:53

Email Body:

Updated By: Charlene Banks

Description: Writer spoke w/Priscilla at RSA. She stts she dispatched tow herself. Notes.

Note Create Dt.	Note Created By	Note Type	Note
11/01/2008 12:10:29	Laurie Burkland	Field Interaction	RSA rep stts 1st call came in at 10:07am and at 11:24 cust was automatically called back to adv that provider was going to be another 20 minutes. But at 11:34 cust called again and was told by another rep that he should call his insurance company first. RSA rep Priscilla stts that cust can submit claim for tow reimbursement.

Activity Info

Activity #: 1-874386018
Status: Done
Type: Email - Outbound
Assigned To: Laurie Burkland
Created Dt: 11/01/2008 12:15:42
Created By: Laurie Burkland
Updated Dt: 11/01/2008 12:23:34
Updated By: Siebel Administrator
Description: RE: Your MINI inquiry [1-873775044]

Email Body:

Hi [REDACTED], Thanks for writing MINI. I was sorry to read of the disappointing service experience you had with the MINI Roadside Assistance. I spoke with Priscilla at MINI Roadside Assistance. She is the representative you first spoke with. She indicated that she dispatched a tow, and then you were called back to say that the tow would be an additional 20 minutes. She looked further into your record and saw another call to another representative and those notes indicated that the representative advised you to contact your insurance company. I am so sorry for the inconvenience. I'm not sure why the second representative told you to call your insurance company. I have submitted a complaint on your behalf. If you would like to submit a request for reimbursement on the tow, we would be happy to facilitate that process. Again, I am sorry for the frustration you must have experienced over this. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. LET'S MOTOR. Laurie Burkland MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464) -----
 Original Message----- From: [REDACTED] Sent: 11/1/2008 12:00:00 AM
 To: miniassist Subject: General customer service First name: [REDACTED]
 [REDACTED] question/comment: Hi - I just had a power steering pump electrical fire in my 05 mini S. WMWRE33525T [REDACTED] vin. THE ROADSIDE ASSISTANCE department would not tow my vehicle to the local mini dealer. Told me to call my insurance co. My car is stranded on the roadside. broken due a know problem with PS pumps and electrical failures associated with them and the services I pay for through the cost of buyin the vehicle are denied. So I'm left here trying decide what to do. If this is the way MINI owners are treated I'll probably not purchase another vehicle..... I can be reached at [REDACTED]

Activity Info

Activity #: 1-EGL4KU
Status: Done
Type: Corporate Interaction
Assigned To: Laurie Burkland
Created Dt: 11/01/2008 12:26:47
Created By: Laurie Burkland
Updated Dt: 11/03/2008 17:07:58
Updated By: Charlene Banks
Description: Email to J.Edgin to adv.

Email Body:

Activity Info

Activity #: 1-875593229
Status: Done
Type: Email - Inbound
Assigned To: Laurie Burkland
Created Dt: 11/03/2008 16:55:38
Created By: Siebel Administrator
Updated Dt: 11/03/2008 17:26:37
Updated By: Laurie Burkland
Description: Re: Your MINI inquiry [1-873775044]

Email Body:

Hi Laurie Thanks for the quick response. I did in actuality get my MINI towed by the MINI roadside assistance program. It has been brought to Mini of Peabody in Peabody Mass. I actually talked to Priscilla the second time. She was very professional, courteous and knew what she was doing. The first call was with Tina. Tina is the rep who told me to go to my insurance co. My biggest concern is with the power steering motor shorting out problem. This is what almost caused my MINI to burn. The power steering pump issue is a known problem with MINI's. The NHTSA has a report on file acknowledging the problem. BMW/MINI acknowledges it's a problem in the report. Also the North American Motoring website (northamericanmotoring.com) has a discussion thread on it that has 30+ of this exact event occurring to other MINI's. Many with catastrophic results. Total loss of

the vehicle in some cases. So far my expenses have been \$1,708.24 to repair the MINI. It destroyed the power steering pump, some of the wiring harness, the battery. I have filed a report with the NHTSA concerning this incident. The report number is ODI # 10247513 Overall my experience with MINI Cooper has been quite favorable until this incident. I feel with the number of incidents caused by the power steering motor failures causing fires in MINI Coopers, that MINI USA should be responsible for the repairs on my MINI cooper related to this incident. There should have been a recall or at the very least a service bulletin issued for this problem. I have copies of the service order and pictures of the damaged parts. I can forward them if required. Please contact me asap at this email address or at the following:

[REDACTED]. Hollis NH [REDACTED] Thank you [REDACTED]
 [REDACTED] MINI.Assistance@askMINIUSA.COM wrote: > Hi [REDACTED] > > Thanks for writing MINI. I was sorry to read of the disappointing service experience you had with the MINI Roadside Assistance. > > I spoke with Priscilla at MINI Roadside Assistance. She is the representative you first spoke with. She indicated that she dispatched a tow, and then you were called back to say that the tow would be an additional 20 minutes. She looked further into your record and saw another call to another representative and those notes indicated that the representative advised you to contact your insurance company. > > I am so sorry for the inconvenience. I'm not sure why the second representative told you to call your insurance company. I have submitted a complaint on your behalf. If you would like to submit a request for reimbursement on the tow, we would be happy to facilitate that process. > > Again, I am sorry for the frustration you must have experienced over this. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. > > LET'S MOTOR. > Laurie Burkland > MINI Customer Relations and Services > Representative > 866.ASK.MINI (275-6464) > > > -----
 Original Message----- > > From: [REDACTED] > Sent: 11/1/2008 12:00:00 AM > To: miniassist > Subject: General customer service > > First name: Paul > Last name: Lemieux > > question/comment: > Hi - I just had a power steering pump electrical fire in my 05 mini S. WMWRE33525T [REDACTED] vin. the ROADSIDE ASSISTANCE department would not tow my vehicle to the local mini dealer. Told me to call my insurance co. My car is stranded on the roadside. broken due a know problem with PS pumps and electrical failures associated with them and the services I pay for through the cost of buyin the vehicle are denied. So I'm left here trying decide what to do. If this is the way MINI owners are treated I'll probably not purchase another vehicle..... > I can b e reached at [REDACTED]
 [REDACTED]



Service Request Detail #:200728201501

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Toms River, NJ [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 71100
Last Sale Date: 01/04/2003 00:00:00
In Service Date: 01/04/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200728201501
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 10/09/2007 11:48:15
Created By: Aaron Zeisler
Rep Assigned: Carrie Mazanec
Assigned Dealer: Princeton MINI
Identified Dealer: Princeton MINI
Date Closed: 10/12/2007 09:25:23

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

CCI-stts that the Power Steering pump caught fire and caused damage to surrounding components

Solution Note:

Date	Created By	Solution
10/12/2007 09:25:05	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
10/10/2007 11:38:09	Aaron Zeisler	Wtr closed pending further contact from the cust. FSE to inspect the vehicle. Dealership to advise the cust if there can be any assistance.

Activity Info

Activity #: 1-AELPQO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Aaron Zeisler
Created Dt: 10/09/2007 11:49:52
Created By: Aaron Zeisler
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: CCI-stts that the Power Steering pump caught fire and caused damage to surrounding components

Note Create Dt.	Note Created By	Note Type	Note
10/09/2007 11:54:08	Aaron Zeisler	Customer Interaction	Cust stts that the power steering pump failed and caught fire which damaged several engine related components, wiring harness, battery, cooling fan. Total repair was for \$3,425.00, cust looking for some assistance from MINI.

Activity Info

Activity #: 1-AEMUVT
Status: Done
Type: Dealer Interaction
Assigned To: Aaron Zeisler
Created Dt: 10/09/2007 12:07:58
Created By: Aaron Zeisler
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: Wttr spoke to Isaac, MINI svc mgr. see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
10/09/2007 12:08:35	Aaron Zeisler	Dealer Interaction	Isaac adv that this cust is a fantastic cust. Stts that Mr. [REDACTED] has always come to MINI for service. Power steering pump failed and cught fire which damaged several other components in the engine compartment. Isaac said that the cust is outside his SA range and will be bringing this cust up when the FSE visits the dealership next week. Isaac suggested to wttr to go ahead and escalate on our end as well. Isaac will follow up with the cust. after he speaks top the FSE.

Activity Info

Activity #: 1-AEMV8Z
Status: Done
Type: Corporate Interaction
Assigned To: Aaron Zeisler
Created Dt: 10/09/2007 12:33:25
Created By: Aaron Zeisler
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: Wttr emailed Ron Y. for MINI escalation.

Email Body:**Activity Info**

Activity #: 1-AEMV91
Status: Done
Type: Market Liaison Escalation
Assigned To: Ron Young
Created Dt: 10/09/2007 13:36:03
Created By: Aaron Zeisler
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: Wttr requesting market escalation via market liason.

Email Body:**Activity Info**

Activity #: 1-AENYDY
Status: Done
Type: Customer Interaction
Assigned To: Aaron Zeisler
Created Dt: 10/09/2007 13:50:39
Created By: Aaron Zeisler
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: Wttr adv cust, that MINI is looking into the issue and will follow up ASAP.

Email Body:

Activity Info

Activity #: 1-AF41UQ **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Ron Young
Created Dt: 10/10/2007 11:33:37
Created By: Ron Young
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: sent AMM a heads up, asked that he follow up with FSE on possible assistance.

Note Create Dt.	Note Created By	Note Type	Note
10/10/2007 11:34:07	Ron Young	Field Interaction	Hi John, We wanted to bring this to your attention. It appears the FSE has been involved with the dealership and we are hoping this is resolved during the FSE visit next week. The customer is looking for GW on the steering pump. Are you able to reach out to your FSE just to make sure we are covering all bases on possible coverage. Let me know if you have any questions! RY

Activity Info

Activity #: 1-AFHCSM **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Ron Young
Created Dt: 10/11/2007 10:58:08
Created By: Ron Young
Updated Dt: 10/14/2011 21:46:38
Updated By: fm DupCustRemoval
Description: assigned to Carrie per Steve Green.

Note Create Dt.	Note Created By	Note Type	Note
10/11/2007 10:58:38	Ron Young	Corporate Interaction	Ron, This is a SPI, please assign to Carrie. Tom, Please advise the Center we will send a NFSE to inspect and not to repair. Thanks, Steve



Service Request Detail #:201130800554

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Cupertino, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 80500
Last Sale Date: 02/07/2005 00:00:00
In Service Date: 05/28/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201130800554
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 11/04/2011 14:38:56
Created By: Erin Waugh
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of Stevens Creek
Date Closed: 11/17/2011 14:12:51

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Veh Caught On Fire.

Solution Note:

Date	Created By	Solution
11/17/2011 14:12:32	Jay Hanson	Goodwill for necessary repairs. Received signed general release.
11/04/2011 14:45:47	Erin Waugh	wtr adv will doc info to this point.

Activity Info

Activity #: 1-YG5D9V **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Erin Waugh
Created Dt: 11/04/2011 14:39:37
Created By: Erin Waugh
Updated Dt: 11/04/2011 14:46:38
Updated By: Erin Waugh
Description: Veh Caught On Fire. >

Note Create Dt.	Note Created By	Note Type	Note
11/04/2011 14:41:21	Erin Waugh	Customer Interaction	< c/s issues w/ power steering c/s power steering hose replaced last week c/s yesterday it ignited and veh caught on fire c/s researched and found that class action law suit started in Oct of last year cust inq if there has been any settlement/update in regards to financial compensation c/s had veh towed to 3rd party mechanic cust did not have vin avail and will call back to further discuss situation. wtr adv will doc info to this point.

Activity Info

Activity #: 1-YG5DBL **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Erin Waugh
Created Dt: 11/04/2011 14:49:22
Created By: Erin Waugh
Updated Dt: 11/04/2011 14:49:22
Updated By: Erin Waugh
Description: CCI to continue discussing situation. Wtr adv open recall on veh for LBL 26 Program DME Control.

Activity Info

Activity #: 1-YG3640 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brooke Julian
Created Dt: 11/04/2011 14:57:31
Created By: Brooke Julian
Updated Dt: 11/04/2011 15:02:01
Updated By: Brooke Julian
Description: Vehicle caught fire >>

Note Create Dt.	Note Created By	Note Type	Note
11/04/2011 14:57:47	Brooke Julian	Customer Interaction	Customer states vehicle was parked yesterday and caught fire. Vehicle was taken to 3rd party and inspected; 3rd party advised fire started new power steering pump/hose. Customer states no injuries in fire. Customer states had issue with power steering previously, and MINI of Stevens Creek diagnosed/advised customer that the power steering hose needed to be replaced. Customer had hose replaced by 3rd party on 10/26/11, and now vehicle has caught fire. Customer states spoke with MINI of Stevens Creek who advised customer to contact CR. Writer advised BMW representative will follow up with customer in 1-3 business day.

Activity Info

Activity #: 1-YG364S **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brooke Julian
Created Dt: 11/04/2011 15:02:01
Created By: Brooke Julian
Updated Dt: 11/04/2011 15:02:46
Updated By: Brooke Julian
Description: Writer emailed Nellie >>

Note Create Dt.	Note Created By	Note Type	Note
11/04/2011 15:02:28	Brooke Julian	Corporate Interaction	From: Julian Brooke, SF2-US-S-5 Sent: Friday, November 04, 2011 3:02 PM To: Arencibia Nellie, V2-US-A-54 Subject: [REDACTED] Hi Nellie, This SR has been assigned to you. Customer states no injuries from fire, vehicle is at 3rd party currently and MINI has not inspected since fire yesterday. Daytime phone # is [REDACTED]. Let me know if you have any questions!

Activity Info

Activity #: 1-YIVHGF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/10/2011 14:07:37
Created By: Jay Hanson

Updated Dt: 11/10/2011 14:39:46
Updated By: Jay Hanson
Description: Spoke with customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/10/2011 14:07:57	Jay Hanson	Customer Interaction	Customer said she purchased the vehicle privately in 2008. Said about a week before the incident she had taken the vehicle to MINI of Stevens Creek where they told her she needed a power steering hose replaced. Said she took it to an independent repair shop where they replaced the hose and did some other repairs or maintenance. Said on the day of the incident she was experiencing no problems at all with the vehicle - everything was normal. Said the vehicle had been driven in the morning and parked in a garage at about 9:45 AM. Said the engine was off and the keys were removed. Said she came out at about 11:15 AM and saw smoke coming from around the closed garage door. Said she opened the garage door and saw a huge amount of thick light brown smoke. Said it appeared that the windows of the vehicle were fogged over. Said she called 911 and the FD arrived. Said they disconnected the battery, but there were no flames to extinguish. Said the vehicle was taken back to the independent repair shop where she was told that a connector at the EPS had burned. Said the vehicle has since been taken to MINI of Stevens Creek. Writer advised her that he would speak with her service advisor about what happened and respond.

Activity Info

Activity #: 1-YIVHGK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/10/2011 14:39:46
Created By: Jay Hanson
Updated Dt: 11/10/2011 14:39:46
Updated By: Jay Hanson
Description: Left vm for Peter Smee at MINI of Stevens Creek

Activity Info

Activity #: 1-YLEOZH **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/14/2011 15:04:49
Created By: Jay Hanson
Updated Dt: 11/14/2011 15:04:49
Updated By: Jay Hanson
Description: Exchanged voicemails with Peter Smee

Activity Info

Activity #: 1-YM1OPG **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/15/2011 16:28:30
Created By: Jay Hanson
Updated Dt: 11/15/2011 16:28:30
Updated By: Jay Hanson
Description: Spoke with Peter Smee and he confirmed that the EPS and wiring harness need to be replaced.

Activity Info

Activity #: 1-YM1OPI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/15/2011 16:28:56
Created By: Jay Hanson
Updated Dt: 11/15/2011 16:28:56
Updated By: Jay Hanson
Description: Spoke with customer and offered goodwill for the repair with a signed release. OK to email release to address above.

Activity Info

Activity #: 1-YM1OPK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/15/2011 16:36:24
Created By: Jay Hanson
Updated Dt: 11/15/2011 16:36:49
Updated By: Jay Hanson
Description: Email to customer with general release for signature - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/15/2011 16:36:40	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Tuesday, November 15, 2011 4:36 PM To: [REDACTED] Subject: From MINI USA - Release for Your Review and Signature Importance: High Ms [REDACTED]: As we discussed, please review, sign and return the attached release either by fax to (866) 796-3479 or to this email address as soon as you can. Upon receipt, I will contact MINI of Stevens Creek to arrange repair of the thermally damaged components. Once you have returned the signed copy of the release by fax or email, please have the original notarized and mailed back to me at your convenience. The address is: MINI USA Attn: Jay Hanson PO BOX 1227 Westwood, NJ 07675 Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Jay L. Hanson Special Product Investigations Consultant MINI USA Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-YMV82C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/16/2011 13:51:04
Created By: Jay Hanson
Updated Dt: 11/16/2011 13:51:04
Updated By: Jay Hanson
Description: CCI - left vm. Has a few questions about the release. Please call.

Activity Info

Activity #: 1-YMZJ73 **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Jay Hanson
Created Dt: 11/16/2011 16:37:13
Created By: Jay Hanson
Updated Dt: 11/16/2011 16:37:13
Updated By: Jay Hanson
Description: CCB - answered customer's questions about the release. Said she would sign it and fax it back.

Activity Info

Activity #: 1-YNHV5X **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/17/2011 12:04:34
Created By: Jay Hanson
Updated Dt: 11/17/2011 12:05:16
Updated By: Jay Hanson
Description: Email to Peter Smee at MINI of Stevens Creek with update - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/17/2011 12:05:09	Jay Hanson	Dealer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Thursday, November 17, 2011 12:04 PM To: [REDACTED] Subject: [REDACTED] - VIN [REDACTED] - I just wanted to give you an update. I have made the offer to cover the parts and labor for the replacement of the power steering pump to Ms. [REDACTED], but before I can send you the authorization I need to have her sign and return a general release. I sent it to her, and yesterday I answered a few questions about it for her, and I'm now waiting for her to send it back to me. Once I have it, I'll send you the repair authorization ASAP. I would think I should have it later today. I'll let you know. Kind regards, Jay L. Hanson Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-YNHV61 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/17/2011 13:34:08
Created By: Jay Hanson
Updated Dt: 11/17/2011 13:34:32
Updated By: Jay Hanson
Description: Email from customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
11/17/2011 13:34:26	Jay Hanson	Customer Interaction	From: [REDACTED] Sent: Thursday, November 17, 2011 1:16 PM To: Hanson Jay, V2-US-A-50 Subject: Re: From MINI USA - Release for Your Review and Signature Hi Jay, I just faxed over the release form. I will get the original notarized and mailed back to you by next week. Thanks, [REDACTED]

Activity Info

Activity #: 1-YNHVFB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson

Created Dt: 11/17/2011 13:34:32
Created By: Jay Hanson
Updated Dt: 11/17/2011 13:34:32
Updated By: Jay Hanson
Description: Received signed general release

Activity Info

Activity #: 1-YNHVFD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 11/17/2011 13:35:39
Created By: Jay Hanson
Updated Dt: 11/17/2011 13:44:19
Updated By: Jay Hanson
Description: Acknowledged receipt of the signed release

Note Create Dt.	Note Created By	Note Type	Note
11/17/2011 13:35:58	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Thursday, November 17, 2011 1:25 PM To: [REDACTED] Subject: RE: From MINI USA - Release for Your Review and Signature Thank you, [REDACTED]. I'll get the authorization over to Peter at MINI of Stevens Creek right away. Best, Jay Hanson 201.263.8246

Activity Info

Activity #: 1-YNHVFH **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 11/17/2011 13:44:19
Created By: Jay Hanson
Updated Dt: 11/17/2011 14:07:35
Updated By: Jay Hanson
Description: Sent repair authorization to Pete Smee at MINI of Stevens Creek

Note Create Dt.	Note Created By	Note Type	Note
11/17/2011 13:44:46	Jay Hanson	Dealer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Thursday, November 17, 2011 1:44 PM To: [REDACTED] Subject: FW: [REDACTED] VIN [REDACTED] Pete – Here is the repair authorization for [REDACTED] 2003 MINI Cooper. Please proceed with the repairs as we discussed. Everything you should need is explained on the repair authorization including instructions for how to get your authorization number for the goodwill claim through DCS. Feel free to call or email if you have any questions. Thanks again for your help. Jay Hanson 201.263.8246



Service Request Detail #:200736102345

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Valley Village, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 52119
Last Sale Date: 06/19/2004 00:00:00
In Service Date: 06/19/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200736102345
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 12/27/2007 13:42:46
Created By: Judd Milton
Rep Assigned: Judd Milton
Assigned Dealer:
Identified Dealer: MINI of Universal City 20268
Date Closed: 01/08/2008 15:10:03

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV07	GOODWILL ASSISTANCE REQUEST	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 cust had to replace power steering pump \$851, said was almost in an accident

Solution Note:

Date	Created By	Solution
01/08/2008 15:09:39	Judd Milton	taking car in for inspection. Closed upon cust or dealer cb.

Attachments:

File Name	Comments
2076087 (Archived - Click for more information.)	

Activity Info

Activity #: 1-B55I40 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Judd Milton
Created Dt: 12/27/2007 13:43:55
Created By: Judd Milton
Updated Dt: 12/27/2007 13:44:32
Updated By: Judd Milton
Description: cust had to replace power steering pump \$851, said was almost in an accident. Claims safety issue and wants goodwill for part/all of repair

Activity Info

Activity #: 1-B58C37 **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Judd Milton
Created Dt: 12/27/2007 16:41:00
Created By: Judd Milton
Updated Dt: 12/27/2007 16:41:00
Updated By: Judd Milton
Description: left vm with Kelly

Activity Info

Activity #: 1-B5JWPP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Judd Milton
Created Dt: 12/28/2007 13:11:55
Created By: Judd Milton
Updated Dt: 12/28/2007 13:11:55
Updated By: Judd Milton
Description: noone answered

Activity Info

Activity #: 1-B5MQOC **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Judd Milton
Created Dt: 12/28/2007 16:55:41
Created By: Judd Milton
Updated Dt: 12/28/2007 16:56:31
Updated By: Judd Milton
Description: Kelly said did not diagnos car, he took out of shop after about 10 min

Activity Info

Activity #: 1-B6PUPO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Judd Milton
Created Dt: 01/02/2008 13:19:42
Created By: Judd Milton
Updated Dt: 01/02/2008 13:19:42
Updated By: Judd Milton
Description: cust took car to BMW Clinic a third party shop. Cust threatened lawsuit, news, etc.

Activity Info

Activity #: 1-B6PURP **Email Body:**
Status: Done
Type: Market Liaison Escalation
Assigned To: Ron Young
Created Dt: 01/02/2008 13:41:41
Created By: Judd Milton
Updated Dt: 01/07/2008 14:48:27
Updated By: Ron Young
Description: cust seeks reimbursement

Note Create Dt.	Note Created By	Note Type	Note
01/02/2008 13:42:09	Judd Milton	Market Liaison Escalation	Molly- The customer didn't go to a bmw center, but I thought I would escalate since he was threatening lawsuit. [REDACTED] 2004 MINI Cooper In service date: 6/19/2004 Mileage: 52119 SR# [REDACTED] Customers Issue: Customer states that his vehicle was almost in an accident. Customer states it was diagnosed by a third party (BMW Clinic) as a faulty steering hydraulic power assist pump. Customer states that MINI UK is helping with this issue and the safety commission has a complaint against mini. Customer Requests: Customer would like reimbursed for the \$850 charged or at least the part, which was \$587. Dealer Comments: Kelly Magee states that customer was in Universal City for about 10 minutes and would not let them diagnose. Additional Info: Customers threatens to seek legal recourse, go to the news, etc. Customer claims it was known and he should have been told about it before it became a safety issue. Thanks, ----- ----- BMW Group Judd Milton Customer Relations BMW of North America, LLC Phone: 614-210-8769 judd.milton@bmwfs.com

Activity Info

Activity #: 1-B6RGIH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Judd Milton
Created Dt: 01/02/2008 14:53:29
Created By: Judd Milton
Updated Dt: 01/02/2008 14:53:29
Updated By: Judd Milton
Description: see attachments

Activity Info

Activity #: 1-B6RYGR **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Ron Young
Created Dt: 01/02/2008 15:33:15
Created By: Ron Young
Updated Dt: 01/02/2008 15:33:15
Updated By: Ron Young
Description: case sent to Claude Bruni for review, cc'd Sal.

Activity Info

Activity #: 1-B79NV0 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Ron Young
Created Dt: 01/04/2008 09:35:50
Created By: Ron Young
Updated Dt: 01/04/2008 09:35:50
Updated By: Ron Young
Description: asked AMM for updates.

Activity Info

Activity #: 1-B855JV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Ron Young
Created Dt: 01/07/2008 14:42:20
Created By: Ron Young

Updated Dt: 01/07/2008 14:42:20
Updated By: Ron Young
Description: spoke to Claude, he advised we need to get the vehicle into MINI dlr to inspect the work and make sure was done properly. Until then no assist avail.

Activity Info

Activity #: 1-B8IDJS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Judd Milton
Created Dt: 01/08/2008 15:04:06
Created By: Judd Milton
Updated Dt: 01/08/2008 15:04:06
Updated By: Judd Milton
Description: [REDACTED] he needs to take to dealer for verification of part install

Activity Info

Activity #: 1-B8IDJU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Judd Milton
Created Dt: 01/08/2008 15:08:58
Created By: Judd Milton
Updated Dt: 01/08/2008 15:08:58
Updated By: Judd Milton
Description: let kelly know that levy will bring car in and contact claude or myself when inspected



Service Request Detail #:201028700062

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Wilmington, DE [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage: 60000
Last Sale Date: 08/31/2004 00:00:00
In Service Date: 08/31/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201028700062
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 10/14/2010 08:34:57
Created By: Ryan Hess
Rep Assigned: Bill Pfaffinger
Assigned Dealer: Otto's MINI 67600
Identified Dealer: Otto's MINI 67600
Date Closed: 10/21/2010 13:03:12

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV06	TECHNICAL ASSISTANCE / INFORMATION	3200	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	3200	3200	STEERING UNIT COMPONENTS

Issue Note:

Issue

Power Steering Failure Complaint

Solution Note:

Date	Created By	Solution
10/21/2010 13:02:52	Bill Pfaffinger	wrtr advsd cust good possibilty that nos assist will be provided as veh is over 2 yrs out of warranty but if cust wants to get a diagnosis we can look into assist at that time, closed pending contact from csut
10/14/2010 11:03:22	Bill Pfaffinger	wrtr called cust lvm advsd wrtr will doc cust's complaint but no assist will be provided as veh is over 2 yrs out of warranty, wrtr asked for a call back if would like to further discuss

Activity Info

Activity #: 1-1641319983
Status: Done
Type: Email - Inbound
Assigned To: Ryan Hess
Created Dt: 10/11/2010 15:20:15
Created By: Siebel Administrator
Updated Dt: 10/14/2010 08:36:43
Updated By: Ryan Hess
Description: General customer service

Email Body:

First name: [REDACTED] Vin: N/A Question /
 Comment: Dear Sir or Madam, I own a 2005 MINI Cooper S. Recently while driving home from work, in the process of turning a corner, the steering on the car became immediately heavy causing me to temporarily veer in to the oncoming traffic. Fortunately there were no other cars coming in the opposite direction and I was able to compensate for the loss of steering control and correct the direction of the car. The situation remained for the duration of my journey, but I was able to safely navigate the car home. My local MINI dealership (Ottos MINI of West Chester, PA) diagnosed this as a failure of the power steering pump, a problem which I understand to be the subject of a recently opened NHTSA investigation. I asked the dealership for a repair estimate and was quoted approximately \$1000 for the diagnosis and replacement of the power steering pump. I asked if they were willing to offer any financial help with correcting this potentially hazardous (nd apparently well known) condition, but they said that they were not. As a result I then called MINI USA to ask the same question and was told that, because this was not the subject of a formal NHTSA recall, and because my 2005 MINI was out of warranty, MINI would not be willing to offer any financial assistance. Personally I believe this situation to be potentially extremely dangerous. There was no warning that the power steering was going to fail, and when it did, the impact was immediate and caused me to steer in to the oncoming traffic (as a result of not being able to turn

the corner at the required angle). Due to the immediate nature of the failure I was not able to safely correct the problem in time, and consider myself very fortunate that there was no oncoming traffic at the time. I find it extremely disappointing that MINI is aware of this problem and to my knowledge is neither making any effort to warn drivers of the problem, or to assist in the resolution of those problems. It was only after experiencing the failure and doing research on the internet that I became aware of the problem and the NHTSA investigation. It appears that my own story is just one of many reports of "near-miss" situations that may not have resulted in an accident, but did result in an unsettling loss of car control and significantly shaken confidence in the performance of the car. It is disappointing to me that the MINI approach to customer service is to wait until the NHTSA forces a recall, rather than being proactive in helping car owners correct the problem. In the current economic climate I do not find myself with \$1000 readily available, but know that I have little choice with the safety of my family in jeopardy. I also do not consider this to be an expected routine maintenance item that should need replacing after fewer than 60,000 miles of driving. Until now I have always strongly recommended the MINI brand to friends and family, to the point where at least one person I know chose to purchase a MINI ahead of several other options. In the future I will find it very difficult to make a positive recommendation. I would very much appreciate a response concerning MINI's position on this issue. Sincerely, [REDACTED]

Activity Info

Activity #: 1-1644851175
Status: Done
Type: Email - Outbound
Assigned To: Ryan Hess
Created Dt: 10/14/2010 08:34:58
Created By: Ryan Hess
Updated Dt: 10/14/2010 08:36:49
Updated By: Siebel Administrator
Description: Your MINI Inquiry [1-1641319983]

Email Body:

Hi [REDACTED] Thanks for writing MINI. Your case has been forwarded to Bill at 1.866.ASK.MINI (275-6464), extension 7305. He is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Stursa MINI Customer Relations and Services Representative -

-----Original Message----- From: [REDACTED] Sent: 10/14/2010 12:00:00 AM To: miniassist Subject: General customer service First name: [REDACTED] Vin: N/A Question / Comment: Dear Sir or Madam, I own a 2005 MINI Cooper S. Recently while driving home from work, in the process of turning a corner, the steering on the car became immediately heavy causing me to temporarily veer in to the oncoming traffic. Fortunately there were no other cars coming in the opposite direction and I was able to compensate for the loss of steering control and correct the direction of the car. The situation remained for the duration of my journey, but I was able to safely navigate the car home. My local MINI dealership (Ottos MINI of West Chester, PA) diagnosed this as a failure of the power steering pump, a problem which I understand to be the subject of a recently opened NHTSA investigation. I asked the dealership for a repair estimate and was quoted approximately \$1000 for the diagnosis and replacement of the power steering pump. I asked if they were willing to offer any financial help with correcting this potentially hazardous (and apparently well known) condition, but they said that they were not. As a result I then called MINI USA to ask the same question and was told that, because this was not the subject of a formal NHTSA recall, and because my 2005 MINI was out of warranty, MINI would not be willing to offer any financial assistance. Personally I believe this situation to be potentially extremely dangerous. There was no warning that the power steering was going to fail, and when it did, the impact was immediate and caused me to steer in to the oncoming traffic (as a result of not being able to turn the corner at the required angle). Due to the immediate nature of the failure I was not able to safely correct the problem in time, and consider myself very fortunate that there was no oncoming traffic at the time. I find it extremely disappointing that MINI is aware of this problem and to my knowledge is neither making any effort to warn drivers of the problem, or to assist in the resolution of those problems. It was only after experiencing the failure and doing research on the internet that I became aware of the problem and the NHTSA investigation. It appears that my own story is just one of many reports of "near-miss" situations that may not have resulted in an accident, but did result in an unsettling loss of car control and significantly shaken confidence in the performance of the car. It is disappointing to me that the MINI approach to customer service is to wait until the NHTSA forces a recall, rather than being proactive in helping car owners correct the problem. In the current economic climate I do not find myself with \$1000 readily available, but know that I have little choice with the safety of my family in jeopardy. I also do not consider this to be an expected routine maintenance item that should need replacing after fewer than 60,000 miles of driving. Until now I have always strongly recommended the MINI brand to friends and family, to the point where at least one person I know chose to purchase a MINI ahead of several other options. In the future I will find it very difficult to make a

positive recommendation. I would very much appreciate a response concerning MINI's position on this issue. Sincerely, [REDACTED]

Activity Info

Activity #: 1-R7MCAB
Status: Done
Type: Customer Interaction
Assigned To: Bill Pfaffinger
Created Dt: 10/14/2010 11:02:32
Created By: Bill Pfaffinger
Updated Dt: 10/14/2010 11:02:32
Updated By: Bill Pfaffinger
Description: wrtr called cust lvm advsd wrtr will doc cust's complaint but no assist will be provided as veh is over 2 yrs out of warranty

Email Body:

Activity Info

Activity #: 1-1652787809
Status: Done
Type: Email - Inbound
Assigned To: Ryan Hess
Created Dt: 10/21/2010 12:17:37
Created By: Siebel Administrator
Updated Dt: 10/21/2010 12:32:57
Updated By: Bill Pfaffinger
Description: RE: Your MINI Inquiry [1-1641319983]

Email Body:

Has there been any update on this inquiry? I have not heard anything from Bill. Thanks, [REDACTED]

 Confidentiality Notice: This message is private and may contain confidential and proprietary information. If you have received this message in error, please notify us and remove it from your system and note that you must not copy, distribute or take any action in reliance on it. Any unauthorized use or disclosure of the contents of this message is not permitted and may be unlawful. -----Original Message-----
 From: MINI.Assistance@askMINIUSA.COM
 [mailto:MINI.Assistance@askMINIUSA.COM] Sent: Thursday, October 14, 2010 8:37 AM
 To: [REDACTED] Subject: Your MINI Inquiry [1-1641319983] Hi [REDACTED] Thanks for writing MINI. Your case has been forwarded to Bill at 1.866.ASK.MINI (275-6464), extension 7305. He is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Stursa MINI Customer Relations and Services Representative -----Original Message-----
 From: [REDACTED] Sent: 10/14/2010 12:00:00 AM
 To: miniassist Subject: General customer service First name: [REDACTED]
 Vin: N/A Question / Comment: Dear Sir or Madam, I own a 2005 MINI Cooper S. Recently while driving home from work, in the process of turning a corner, the steering on the car became immediately heavy causing me to temporarily veer in to the oncoming traffic. Fortunately there were no other cars coming in the opposite direction and I was able to compensate for the loss of steering control and correct the direction of the car. The situation remained for the duration of my journey, but I was able to safely navigate the car home. My local MINI dealership (Ottos MINI of West Chester, PA) diagnosed this as a failure of the power steering pump, a problem which I understand to be the subject of a recently opened NHTSA investigation. I asked the dealership for a repair estimate and was quoted approximately \$1000 for the diagnosis and replacement of the power steering pump. I asked if they were willing to offer any financial help with correcting this potentially hazardous (and apparently well known) condition, but they said that they were not. As a result I then called MINI USA to ask the same question and was told that, because this was not the subject of a formal NHTSA recall, and because my 2005 MINI was out of warranty, MINI would not be willing to offer any financial assistance. Personally I believe this situation to be potentially extremely dangerous. There was no warning that the power steering was going to fail, and when it did, the impact was immediate and caused me to steer in to the oncoming traffic (as a result of not being able to turn the corner at the required angle). Due to the immediate nature of the failure I was not able to safely correct the problem in time, and consider myself very fortunate that there was no oncoming traffic at the time. I find it extremely disappointing that MINI is aware of this problem and to my knowledge is neither making any effort to warn drivers of the problem, or to assist in the resolution of those problems. It was only after experiencing the failure and doing research on the internet that I became aware of the problem and the NHTSA investigation. It appears that my own story is just one of many reports of "near-miss" situations that may not have resulted in an accident, but did result in an

unsettling loss of car control and significantly shaken confidence in the performance of the car. It is disappointing to me that the MINI approach to customer service is to wait until the NHTSA forces a recall, rather than being proactive in helping car owners correct the problem. In the current economic climate I do not find myself with \$1000 readily available, but know that I have little choice with the safety of my family in jeopardy. I also do not consider this to be an expected routine maintenance item that should need replacing after fewer than 60,000 miles of driving. Until now I have always strongly recommended the MINI brand to friends and family, to the point where at least one person I know chose to purchase a MINI ahead of several other options. In the future I will find it very difficult to make a positive recommendation. I would very much appreciate a response concerning MINI's position on this issue. Sincerely, [REDACTED]

Activity Info

Activity #: 1-RC1A9V
Status: Done
Type: Customer Interaction
Assigned To: Bill Pfaffinger
Created Dt: 10/21/2010 13:01:08
Created By: Bill Pfaffinger
Updated Dt: 10/21/2010 13:02:50
Updated By: Bill Pfaffinger
Description: wrtr spk w/cust who stts he only spk w/dlr over the phone and they told cust it was prbly a certain repair

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
10/21/2010 13:01:44	Bill Pfaffinger	Customer Interaction	wrtr spk w/cust who stts he only spk w/dlr over the phone and they told cust it was prbly a certain repair and told cust that if it was this it will cost approx \$1,000, wrtr advsd cust good possibilty that nos assist will be provided as veh is over 2 yrs out of warranty but if cust wants to get a diagnosis we can look into assist at that time, closed pending contact from csut



Service Request Detail #:201002100273

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Liberty, NC [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper
Mileage: 150000
Last Sale Date: 08/28/2002 00:00:00
In Service Date: 08/28/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201002100273
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 01/21/2010 11:03:37
Created By: Charlene Banks
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Flow MINI
Date Closed: 01/21/2010 11:43:27

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 customer states veh had a thermal event

Solution Note:

Date	Created By	Solution
01/21/2010 11:43:17	Scott Kuchta	Closed without inspection.

Activity Info

Activity #: 1-MKELRB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Charlene Banks
Created Dt: 01/21/2010 11:04:05
Created By: Charlene Banks
Updated Dt: 01/21/2010 11:04:05
Updated By: Charlene Banks
Description: thermal event

Activity Info

Activity #: 1-MKCN3Y **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 01/21/2010 11:30:13
Created By: Scott Kuchta
Updated Dt: 01/21/2010 11:42:56
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
01/21/2010 11:30:28	Scott Kuchta	Customer Interaction	<p>Writer spoke with Mr [REDACTED] around 430est. on 1/20/10. C/s he is original owner of this vehicle. C/s he parked his vehicle at a shopping center parking lot on or about 1/17/10, and was paged inside the store, store personnel told him his car was smoking. C/s he went to the vehicle, opened the hood, and saw flames below a bar in the bottom of the car. C/s the flames burned out on their own. C/s the Fire Department was called as part of store policy, but the FD did not have to extinguish any flames. C/s after FD left, he started the engine and the battery light was on. C/s the steering did not work when he tried to drive away. C/s there were no injuries. C/s he had the vehicle towed to an independent mechanic because the MINI dealer is 50 miles from his home. C/s independent shop diagnosed the power steering pump fan and motor failed and caught fire. C/s the quote was \$1400. Writer apologized for what happened and advised with 150,000 miles, no guarantees can be made. Writer advised if the vehicle was closer to its warranty expiration limits, such as maybe around 50k miles, goodwill assistance could have been entertained. Writer advised his vehicle concern will be documented.</p>



Service Request Detail #:201215600179

Customer Info:

Name: [Redacted]
Pref. Comm. Method: [Redacted]
Work #: [Redacted]
Home #: [Redacted]
Cell #: [Redacted]
Street Address: [Redacted]
Apt/Suite: [Redacted]
City/State/Zip: Winston Salem, NC [Redacted]

Service Request Info:

Service Request #: 201215600179
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 06/04/2012 10:17:36
Created By: Erin Waugh
Rep Assigned: Nellie Arencibia
Assigned Dealer:
Identified Dealer: Flow MINI
Date Closed: 07/18/2012 16:27:50

Vehicle Info:

Chassis # (US): [Redacted]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 121991
Last Sale Date: 09/30/2005 00:00:00
In Service Date: 02/28/2003 00:00:00
Review Indicator: Yes

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Fire - Power Steering Malfunction

Solution Note:

Date	Created By	Solution
07/18/2012 16:27:06	Nellie Arencibia	BMW inspected vehicle. Offered goodwill for repairs. Executed release on file.

Activity Info

Activity #: 1-12JXQ4X **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Erin Waugh
Created Dt: 06/04/2012 10:17:58
Created By: Erin Waugh
Updated Dt: 06/04/2012 10:22:54
Updated By: Erin Waugh
Description: Power Steering Malfunction/Veh Fire. See notes. >>

Note Create Dt.	Note Created By	Note Type	Note
06/04/2012 10:18:09	Erin Waugh	Customer Interaction	<< cs yesterday power steering went out then randomly came back on as cust attempted to control veh cs while trying to get off to the side of the road the power steering kept coming in and out cs turned veh off and heard something still running then removed key from ignition, noise continued cs at this point smoke was coming from hood, opened hood and veh caught fire cs tried to put the fire out with fire extinguisher which wasn't working cs got battery cable lose and killed the power which immediately stopped the fire cs noticed there was no circuit protection from power source to veh, it is straight battery cable cs wasn't injured at all cs p/u veh and took it to his business (aircraft maintenance facility) cs removed power steering pump assembly and found the fire began from this part of veh cs removed damaged component and began looking online for replacement component cs this is when he found online all of the issues with power steering cs there is recall in Canada and

wants to know what MINI is doing for affected customers and what will do to help him cs purch veh used 2010 3rd party cs spoke w Drew at dlr who adv to call CR wtr apologized and adv glad not injured. wtr adv will document situation adn fwd to another rep who will follow up w/in 1-3 bd.

Activity Info

Activity #: 1-12JXQ5P **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Erin Waugh
Created Dt: 06/04/2012 10:25:06
Created By: Erin Waugh
Updated Dt: 06/04/2012 10:25:40
Updated By: Erin Waugh
Description: wtr adv MJT of SR. >>

Note Create Dt.	Note Created By	Note Type	Note
06/04/2012 10:25:21	Erin Waugh	Corporate Interaction	<< From: Waugh Erin, SF2-US-S-5 Sent: Monday, June 04, 2012 10:25 AM To: Trainor Mary Jane, B2-US-A-50 Subject: SR [REDACTED] Hi Mary Jane, I just spoke with Mr. Meadows regarding a recent vehicle fire in his MINI. He claims that the power steering was intermittently malfunctioning and by the time he was able to control the vehicle to the side of the road the engine had caught fire. The information is detailed in the SR and he was advised he will receive a follow up call within 1-3 business days. I have assigned the SR to you for further review. Thank you! Kind regards, Erin Waugh Customer Relations and Services Customer Assistance Manager Telephone (614) 210-8993 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-1205EEV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/07/2012 17:05:22
Created By: Nellie Arencibia
Updated Dt: 06/07/2012 17:05:22
Updated By: Nellie Arencibia
Description: Cld home# 336-407-7636, n/a.
will call work#

Activity Info

Activity #: 1-1205EEX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/07/2012 17:06:08
Created By: Nellie Arencibia
Updated Dt: 06/07/2012 17:06:08
Updated By: Nellie Arencibia
Description: Cld work# [REDACTED] n/a,
left msg for cust to c/b, provided
contact info

Activity Info

Activity #: 1-12PZS16 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Duaa Osman
Created Dt: 06/11/2012 09:59:19

Created By: Duaa Osman
Updated Dt: 06/11/2012 10:05:52
Updated By: Duaa Osman
Description: cci b/c expected cb in 3 days
 after reporting veh caught fire.
 wtr adv Nellie is case manager
 but she's not avail. wtr adv will
 send e-mail to Nellie>

Note Create Dt.	Note Created By	Note Type	Note
06/11/2012 10:03:33	Duaa Osman	Customer Interaction	and confirmed c/s phone #. c/s preferred work phone # during the day. wtr sent Nellie e-mail.

Activity Info

Activity #: 1-12TEV8C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/14/2012 14:16:09
Created By: Nellie Arencibia
Updated Dt: 06/14/2012 14:55:05
Updated By: Nellie Arencibia
Description: SW cust, see notes:

Note Create Dt.	Note Created By	Note Type	Note
06/14/2012 14:53:21	Nellie Arencibia	Customer Interaction	Customer stated on 6/3 was on his way to work on Fork Dixie Rd, Davey, NC. At about 2pm he suddenly started intermittently losing power steering control, he managed to pull over to the side of the road, shut off vehicle, popped the hood, got out of the vehicle to lift the hood, heard a slurring/whirring sound, went back to make sure he had turned off the car, pulled key out of the ignition, went back to the front of the vehicle saw this dark acrid smoke coming from the rear of the engine compartment, went to the trunk for the fire extinguisher, went back to put out fire, but there were still flames, went back to trunk to disconnect battery, as soon as he accomplished it, the smoke and fire subsided. Stated he'd been on the road for about 20 minutes approx. 12 miles when the problem started, did not have any irregularities with the vehicle except for the power steering malfunction just prior to the incident, no repairs in the weeks prior, had the 2 front windows rolled down, headlamps off, the headlamp switch was off, radio was on. Stated it was not windy that day, the smoke followed a vertical rise. Vehicle has no aftermarket components. Customer was not injured. Customer is a mechanic and performs all the repairs on his vehicle himself. Vehicle is currently at his work place parking lot. Will need alternate transport during SPI inspection process.

Activity Info

Activity #: 1-12TMLOH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/15/2012 13:32:53
Created By: Nellie Arencibia
Updated Dt: 06/15/2012 13:32:53
Updated By: Nellie Arencibia
Description: Sw cust, he will tow veh to Flow MINI.

Activity Info

Activity #: 1-12TMLOJ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/15/2012 14:13:05

Created By: Nellie Arencibia
Updated Dt: 06/15/2012 14:13:05
Updated By: Nellie Arencibia
Description: Cld Andrew M. SM, was informed OOO today. Asked to sw Ricky S. (BMW) SM, was on hold for long time. Wtr hung up.

Activity Info

Activity #: 1-12TMLOL **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/15/2012 14:28:35
Created By: Nellie Arencibia
Updated Dt: 06/15/2012 14:35:16
Updated By: Nellie Arencibia
Description: Sent email to Andrew, cc Ricky to adv cust to tow veh there for SPI inspection. Req they arrange rental for cust.....

Note Create Dt.	Note Created By	Note Type	Note
06/15/2012 14:33:50	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Friday, June 15, 2012 2:13 PM To: 'dmarkey@flowauto.com' Cc: 'RSTEVENS@FLOWAUTO.COM' Subject: [REDACTED] BMW SPI inspection / rental Importance: High Andrew: I called and was informed you were not in today. The above customer contacted BMWNA regarding an incident with a fire following a power steering malfunction. I am in the midst of arranging a BMW SPI inspection and will provide more details once I have them. Customer agreed to tow the vehicle to your dealer although I was not aware at the time that you have your own CCRC. I believe he said he would try to drop his vehicle on Monday, kindly confirm if it would be best he take it directly to the CCRC instead of your service department? Mr. [REDACTED] has indicated he will need alternate transportation, kindly have someone reach out to Mr. [REDACTED]@ [REDACTED] to make arrangements to supply a rental at BMW's expense through one of our preferred third-party rental car providers (Enterprise or Hertz) not to exceed \$40 a day. Include this expense as a separate line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Should you have any questions, please feel free to contact me. Kind regards, Nellie Arencibia Special Product Investigation Consultant BMW of North America, LLC Customer Relations and Services

Activity Info

Activity #: 1-12UK0F3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/15/2012 14:57:54
Created By: Nellie Arencibia
Updated Dt: 06/15/2012 14:57:54
Updated By: Nellie Arencibia
Description: Sw cust, informed him wtr not aware when we spoke that Flow MINI had their CCRC. Req before he moves veh to call and find out where to drop veh

Activity Info

Activity #: 1-12UK0F5 **Email Body:**
Status: Done

Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/15/2012 15:02:10
Created By: Nellie Arencibia
Updated Dt: 06/15/2012 15:03:25
Updated By: Nellie Arencibia
Description: Requested PA set up inspection.

Note Create Dt.	Note Created By	Note Type	Note
06/15/2012 15:03:17	Nellie Arencibia	Product Analysis Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Friday, June 15, 2012 3:02 PM To: DL-SPI_Assignment_PA Subject: CR [REDACTED] Inspection - Thermal event Kindly arrange vehicle inspection, customer alleges fire incident after experiencing power steering malfunction. See properties. The vehicle is currently at customer's work and he will tow it to dealer, Flow MINI, however I was unaware they had their own collision center, waiting to confirm where they want it dropped off and will confirm with you. Flow BMW CCRC 425 Silas Creek Pkwy Winston Salem, NC 27127-7146 (336) 723-3524 Kind regards, Nellie Arencibia Special Product Investigation Consultant BMW of North America, LLC Customer Relations and Services

Activity Info

Activity #: 1-12W48I7 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:11:58
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:13:05
Updated By: Nellie Arencibia
Description: PA assigned MIke Donahoe

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:12:30	Nellie Arencibia	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Monday, June 18, 2012 1:14 PM To: Donahoe Michael, EL-5-US-4 Cc: Arencibia Nellie, B2-US-A-50 Subject: RE: CR [REDACTED] Inspection - Thermal event Hi Mike, Please see below. Schedule this inspection when possible. Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-12W48M7 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:13:05
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:15:09
Updated By: Nellie Arencibia
Description: Em Drew to followup, need confirmation as to where cust should tow his veh, svc ctr or CCRC?

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:14:48	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Monday, June 18, 2012 1:45 PM To: 'dmarkey@flowauto.com' Cc: 'RSTEVENS@FLOWAUTO.COM' Subject: RE: [REDACTED] BMW SPI inspection / rental Importance: High Hi Andrew: Mike Donahoe has been scheduled to inspect the vehicle, I do not have set date yet, will let you know as soon as I have it. Please confirm where customer should tow his vehicle to? I assume the CCRC? I need to call him and confirm. Thanks, Nellie

Activity Info

Activity #: 1-12W48MB **Email Body:**
Status: Done
Type: NFSE Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:15:09
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:15:09
Updated By: Nellie Arencibia
Description: SW Mike Donahoe, discussed cased, sttd probably the svc ctr wld work best. Wtr will wait till later today see if Drew responds...

Activity Info

Activity #: 1-12W48MD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:16:50
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:18:01
Updated By: Nellie Arencibia
Description: Drew responded their svc ctr would work best.

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:17:35	Nellie Arencibia	Dealer Interaction	From: Drew Markey [mailto:dmarkey@flowauto.com] Sent: Monday, June 18, 2012 1:50 PM To: Arencibia Nellie, B2-US-A-50 Subject: Re: [REDACTED] BMW SPI inspection / rental HI Nellie, Sorry for not following up yet. I'm still catching up after being out for a few days. I would imagine my service department would be the best location. The address is below. If Mike or anyone else needs to follow up with me I'll do my best to reply as promptly as possible. Thanks! Drew Flow MINI Service Department 2575 Peters Creek Parkway Winston-Salem, NC 27127 336.788.3333

Activity Info

Activity #: 1-12W48NB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:18:01
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:19:39
Updated By: Nellie Arencibia
Description: Informed Andreq wtr and NPAS discuss and also agreed svc wld work best.

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:18:47	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Monday, June 18, 2012 1:57 PM To: 'Drew Markey' Subject: RE: [REDACTED] BMW SPI inspection / rental No Problem, I understand. I just got off the phone with Mike Donahoe and he said it would probably be better at your shop. So, you're shop it is. Have a great day. Nellie

Activity Info

Activity #: 1-12W48NF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:19:41
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:22:16
Updated By: Nellie Arencibia
Description: Sw cust, confirmed he should
tow veh to MINI's svc dept,
provided address. Sttd Drew had
just cld him to confirm as well,
was happy to see everyone

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:21:56	Nellie Arencibia	Customer Interaction	on same page.

Activity Info

Activity #: 1-12W48NI **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:20:51
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:22:52
Updated By: Nellie Arencibia
Description: Drew confirmed he just sw cust
to confirm....

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:22:28	Nellie Arencibia	Dealer Interaction	From: Drew Markey [mailto:dmarkey@flowauto.com] Sent: Monday, June 18, 2012 2:00 PM To: Arencibia Nellie, B2-US-A-50 Subject: Re: [REDACTED] BMW SPI inspection / rental I just spoke to Mr. [REDACTED] to give him a heads up that the car will be getting towed and we would coordinate a rental for him in the very near future. Drew

Activity Info

Activity #: 1-12W48O8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/18/2012 14:22:52
Created By: Nellie Arencibia
Updated Dt: 06/18/2012 14:23:56
Updated By: Nellie Arencibia
Description: Em Drew, ccd Mike NPAS, just
need for Mike to set up date.

Note Create Dt.	Note Created By	Note Type	Note
06/18/2012 14:23:26	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Monday, June 18, 2012 2:02 PM To: 'Drew Markey' Cc: Donahoe Michael, EL-5-US-4 Subject: RE: [REDACTED] BMW SPI inspection / rental Perfect! I just got off the phone with him as well, told me you had called him. All we need is for Mike to set the date and we're good to go! Thank you so much for all you help. Kind regards, Nellie

Activity Info

Activity #: 1-12WAPT6 **Email Body:**

Status: Done
Type: NFSE Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/19/2012 09:37:32
Created By: Nellie Arencibia
Updated Dt: 06/19/2012 09:38:15
Updated By: Nellie Arencibia
Description: Mike confirmed date set for 6/21

Note Create Dt.	Note Created By	Note Type	Note
06/19/2012 09:38:07	Nellie Arencibia	NFSE Interaction	From: Donahoe Michael, EL-5-US-4 Sent: Monday, June 18, 2012 11:40 PM To: Arencibia Nellie, B2-US-A-50 Subject: RE: [REDACTED] BMW SPI inspection / rental Hello Nellie, I spoke to Drew at Flow MINI. I am set-up for Thursday 6/21/2012. Thanks, Michael Donahoe 630-399-2804 Cell Phone

Activity Info

Activity #: 1-13DTMTJ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/10/2012 12:02:36
Created By: Nellie Arencibia
Updated Dt: 07/10/2012 12:02:36
Updated By: Nellie Arencibia
Description: SM called for update, advise still wtg for the results.

Activity Info

Activity #: 1-13IYEO **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 12:42:28
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 12:45:03
Updated By: Nellie Arencibia
Description: 7/13-PA advised inspection results are available.....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 12:43:28	Nellie Arencibia	Product Analysis Interaction	From: Documentum Admin Account [mailto:docadmin@lp10doc01.w10] Sent: Friday, July 13, 2012 10:59 AM To: Arencibia Nellie, B2-US-A-50 Subject: !! Started workitem: "4a00d837801e1e32" in docbase "dctmzu" for document "PA [REDACTED] field rpt" In docbase "dctmzu": User "docadmin" started workitem "4a00d83780 [REDACTED] for document "PA [REDACTED] field rpt" with this message: "Document PA [REDACTED] field rpt is approved".

Activity Info

Activity #: 1-13J40HK **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 12:43:46
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 12:45:17

Updated By: Nellie Arencibia
Description: 7/13-Sw Mark discussed results.

Activity Info

Activity #: 1-13J40HQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 12:45:17
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 14:05:24
Updated By: Nellie Arencibia
Description: Sw cust, conveyed results, offered to cover repair as gw gesture with signed release. Cust accepted and thanked wtr and BMW for assistance.

Activity Info

Activity #: 1-13J40HS **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 14:04:36
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 14:05:07
Updated By: Nellie Arencibia
Description: SM emailed for update.

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 14:04:57	Nellie Arencibia	Dealer Interaction	From: Drew Markey [mailto:dmarkey@flowauto.com] Sent: Tuesday, July 17, 2012 11:30 AM To: Arencibia Nellie, B2-US-A-50 Subject: Re: [REDACTED] BMW SPI inspection / rental Nellie, please follow up with Mr. [REDACTED]. He left me a voicemail asking for an update on his car and I don't have anything to tell him. Thanks. Drew

Activity Info

Activity #: 1-13J40HX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 14:05:53
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 14:07:04
Updated By: Nellie Arencibia
Description: Adv Mark SM recd inspection results and conveyed to cust. Working on getting executed rel fr cust. Will send rpr auth upon rcpt.

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 14:06:53	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 12:42 PM To: 'Drew Markey' Subject: RE: [REDACTED] BMW SPI inspection / rental Hi Mark: I finally got the inspection results and conveyed them to customer. BMW will goodwill the repair at no cost to customer. I need to get the notarized release from customer first, upon receipt, I will send you the official SPI Repair Authorization as per SPI protocol. Please sit tight and wait till I get the release

from the customer. He is to remain in the rental until the repairs are completed. Any questions, feel free to contact me. Kind regards, Nellie

Activity Info

Activity #: 1-13J9D5L **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 14:07:06
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 14:08:03
Updated By: Nellie Arencibia
Description: Sent gen release to cust.

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 14:07:52	Nellie Arencibia	Customer Interaction	<p>From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 2:04 PM To: [REDACTED] Subject: BMW - Release Importance: High Mr. [REDACTED] As discussed, attached is the general release for your review. We ask that you expedite this matter promptly and return "notarized" copy via this email or fax. Upon receipt, I will contact the service manager at Flow MINI to arrange for the power steering pump related repairs. Kindly acknowledge receipt of this email. In the interim, please mail the original "notarized" release to my attention at your earliest convenience (see below). Regular mail to our P.O. Box: Courier to our physical address: BMW of North America, LLC BMW of North America, LLC P.O. Box 1227 200 Chestnut Ridge Rd. Westwood, NJ 07675-1227 Woodcliff Lake, NJ 07677-7731 Should you have any questions, please feel free to contact me. Your patience and cooperation have been greatly appreciated. Kind regards, Nellie</p> <p>----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com</p>

Activity Info

Activity #: 1-13JANTI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 17:56:00
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 17:56:46
Updated By: Nellie Arencibia
Description: Cust emailed copy of executed release, put original in mail.

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 17:56:28	Nellie Arencibia	Customer Interaction	<p>From: Extreme Aviation [mailto:extremeav@yadtel.net] Sent: Tuesday, July 17, 2012 3:45 PM To: Arencibia Nellie, B2-US-A-50 Subject: RE: BMW - Release Hi Nellie, Please find attached the notarized agreement you requested. I have placed the original in the outgoing mail to your PO Box address. Thank you for your assistance Brian</p>

Activity Info

Activity #: 1-13JANTW **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 17:57:25
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 17:58:42
Updated By: Nellie Arencibia

Description: Drew SM emailed again asking wtr if she f/u with cust, he cust cld him again.....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 17:57:56	Nellie Arencibia	Dealer Interaction	From: Drew Markey [mailto:dmarkey@flowauto.com] Sent: Tuesday, July 17, 2012 4:31 PM To: Arencibia Nellie, B2-US-A-50 Subject: Re: [REDACTED] BMW SPI inspection / rental Nellie, have you followed up with the customer to let them know? He just called again and left another message for me wanting to know what's going on. Honestly, I don't feel it is my place to follow up and would like for you to please contact him and explain this to him. Thanks. Drew

Activity Info

Activity #: 1-13JANU0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 17:58:42
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 17:59:59
Updated By: Nellie Arencibia
Description: Wtr adv Drew she absolutely did sw cust, he already sent back the executed release....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 17:59:19	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 5:11 PM To: 'Drew Markey' Subject: RE: [REDACTED] BMW SPI inspection / rental Hi Drew: I absolutely did speak with him this morning, I have no reason to lie, as a matter of fact he already sent me a copy of the notarized release this afternoon. SPI repair authorization will follow shortly, please sit tight. Kind regards, Nellie

Activity Info

Activity #: 1-13JANU4 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 17:59:59
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 18:00:52
Updated By: Nellie Arencibia
Description: Drew apologized, he misunderstood email and he's also talked to cust and cleared things.

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 18:00:20	Nellie Arencibia	Dealer Interaction	From: Drew Markey [mailto:dmarkey@flowauto.com] Sent: Tuesday, July 17, 2012 5:19 PM To: Arencibia Nellie, B2-US-A-50 Subject: Re: [REDACTED] BMW SPI inspection / rental Nellie, thanks. I wasn't trying to be harsh, I just felt I've been placed in the middle and have no info to give him. I just spoke with him and deared everything up. I misunderstood your email from before because I had another message from him asking for me to let him know what's going on. It seemed he hadn't been followed up with, and since the time frame on this had gotten a lot longer than expected I hoped you would be the one to talk to him. We're all set now, and I'll wait to hear from you about how to proceed with the repairs needed for his MINI. Drew

Activity Info

Activity #: 1-13JANU8 **Email Body:**

Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 18:00:52
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 18:01:59
Updated By: Nellie Arencibia
Description: Wtr adv Drew no worries, will send him the auth before going home....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 18:01:45	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 5:21 PM To: 'Drew Markey' Subject: RE: [REDACTED] BMW SPI inspection / rental No worries. I am in the middle of getting the authorization ready and will follow shortly, then I'm going home. Have a nice evening. Nellie

Activity Info

Activity #: 1-13JANUC **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 18:02:13
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 18:02:13
Updated By: Nellie Arencibia
Description: Cld Mark Y., n/a, left msg, req he adv if he needs any parts returned.....

Activity Info

Activity #: 1-13JANUE **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 18:02:53
Created By: Nellie Arencibia
Updated Dt: 07/17/2012 18:04:10
Updated By: Nellie Arencibia
Description: Emailed Mark regarding needing any parts returned....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 18:03:45	Nellie Arencibia	Product Analysis Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 5:32 PM To: Yeldham Mark, EL-5-US-4 Subject: RE: CR [REDACTED] Inspection - Thermal event - power steering pump Importance: High Hi Mark: Just left you a message. I am in the midst of preparing the "repair auth" for the dealer. Do you need any parts returned? Kindly advise. Thanks!

Activity Info

Activity #: 1-13JANUI **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2012 18:04:11
Created By: Nellie Arencibia

Updated Dt: 07/17/2012 18:05:09
Updated By: Nellie Arencibia
Description: Adv Drew unable to send him the Repair Auth tonite, wtg to hear from PA if they need any parts returned to add it to the RA email.....

Note Create Dt.	Note Created By	Note Type	Note
07/17/2012 18:05:00	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Tuesday, July 17, 2012 5:40 PM To: 'Drew Markey' Subject: RE: [REDACTED] BMW SPI inspection / rental Importance: High Hi Drew: So sorry, I won't be able to send off the authorization tonight, I am waiting to hear for our Product Analysis Group if they need any parts returned. Once I have this piece, I will send you the email.

Activity Info

Activity #: 1-13JZ0V9 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/18/2012 11:17:50
Created By: Nellie Arencibia
Updated Dt: 07/18/2012 11:17:50
Updated By: Nellie Arencibia
Description: Per Mark, does not need parts returned.

Activity Info

Activity #: 1-13JZ0VB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/18/2012 11:24:15
Created By: Nellie Arencibia
Updated Dt: 07/18/2012 11:24:54
Updated By: Nellie Arencibia
Description: Sent Drew SM, repair auth and instructions.

Note Create Dt.	Note Created By	Note Type	Note
07/18/2012 11:24:43	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Wednesday, July 18, 2012 11:24 AM To: 'Drew Markey' Subject: [REDACTED] Repair Authorization - Power Steering Pump Importance: High Hi Drew: Per my email yesterday, attached is the repair authorization for Mr. [REDACTED] 2003 MINI Cooper (VIN T [REDACTED]) with the power steering pump related repairs. << File: CR [REDACTED] Repair Authorization-Power Steering Pump.pdf >> << File: Repair Authorization Cover Sheet.doc >> << File: CR [REDACTED] Release Executed.pdf >> BMW is covering 100% of the repair, parts and labor for the power steering pump related repairs. Customer is to remain in the rental until the repairs have been completed. Include the rental expense as a separate line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Everything you need should be on the repair authorization including instructions for receiving your goodwill authorization through DCS once the repairs are completed. Should you have any questions, please feel free to call me. Kind regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #:	1-13K92RN	Email Body:	
Status:	Done		
Type:	Corporate Interaction		
Assigned To:	Nellie Arendbia		
Created Dt:	07/18/2012 16:26:17		
Created By:	Nellie Arendbia		
Updated Dt:	07/18/2012 16:26:17		
Updated By:	Nellie Arendbia		
Description:	Attached closing memo in dcmtm		



Service Request Detail #:201129400749

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Los Angeles, CA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage: 82000
Last Sale Date: 09/25/2002 00:00:00
In Service Date: 09/25/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201129400749
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/21/2011 15:31:57
Created By: Kerrie Pfahl
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Nick Alexander MINI
Date Closed: 02/02/2012 11:35:59

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Thermal Event Power steering pump caused the veh to catch on fire/ GW

Solution Note:

Date	Created By	Solution
02/02/2012 11:34:48	Linda Vitale	GW power steering replacement repair done at MINI center.

Activity Info

Activity #: 1-2068524346
Status: Done
Type: Email - Inbound
Assigned To: Jacqueline Millèr
Created Dt: 10/21/2011 15:27:12
Created By: Siebel Administrator
Updated Dt: 10/21/2011 16:23:13
Updated By: Jacqueline Miller
Description: General customer service

Email Body:

First name: [REDACTED] Vin: [REDACTED]
 WMWRE33482 [REDACTED] Question / Comment: MY '02 MCS EXPERIENCED POWER STEERING MODULE FAILURE WHILE I WAS EXITING A FREEWAY AT 45 MPH. MY 5YR OLD DAUGHTER AND I HAD TO EXIT THE VEHICLE QUICKLY FOR FEAR OF BEING COMSUMED BY SMOKE. PLEASE HELP. THANK YOU.

Activity Info

Activity #: 1-Y71112
Status: Done
Type: Customer Interaction
Assigned To: Kerrie Pfahl
Created Dt: 10/21/2011 15:32:15
Created By: Kerrie Pfahl
Updated Dt: 10/21/2011 15:35:02
Updated By: Kerrie Pfahl

Email Body:

Description: power steering pump caused the veh to catch on fire/ GW

Note Create Dt.	Note Created By	Note Type	Note
10/21/2011 15:32:39	Kerrie Pfahl	Customer Interaction	cust stated was driving whent he power steering pump went out, cust stated that it caused the veh to catch fire. he stated that he and his daughter got out of the vehicle in time, cust the veh is currently sitting in the MINI lot undriveable because of the damage that was caused to the veh. Cust stated that he is currently looking for assist in getting the veh fixed, wrt adv would send up for review and someone would contact the cust with in 1-3 business days.

Activity Info

Activity #: 1-Y711PG **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Kerrie Pfahl
Created Dt: 10/21/2011 15:38:54
Created By: Kerrie Pfahl
Updated Dt: 10/21/2011 15:39:53
Updated By: Kerrie Pfahl
Description: KP emailed NA

Note Create Dt.	Note Created By	Note Type	Note
10/21/2011 15:39:41	Kerrie Pfahl	Corporate Interaction	From: Pfahl Kerrie, SF4-US-S-5 Sent: Friday, October 21, 2011 3:39 PM To: Arencibia Nellie, V2-US-A-54 Subject: SPI/ [REDACTED] Mr. [REDACTED] called in stating that his power steering pump went out while driving the vehicle and caused his vehicle to catch fire, he stated that the vehicle is currently at Nick Alexander MINI and is not able to be driven. He is currently looking for assistance in getting the vehicle repaired. Thanks! Kind regards, Kerrie Pfahl Customer Relations and Services Customer Assistance Manager Telephone (614) 789-7769 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-Y8PS01 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 10/24/2011 16:47:44
Created By: Linda Vitale
Updated Dt: 10/24/2011 16:47:44
Updated By: Linda Vitale
Description: Caalled customer and l/m with contact information.

Activity Info

Activity #: 1-Y8VFNF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 10/25/2011 08:06:45
Created By: Linda Vitale
Updated Dt: 10/25/2011 08:06:45
Updated By: Linda Vitale
Description: Customer called and l/m.(213) 500-0368

Activity Info

Activity #: 1-Y987VH **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 10/25/2011 14:32:16
Created By: Linda Vitale
Updated Dt: 10/25/2011 16:19:51
Updated By: Linda Vitale
Description: Customer Interview-See note

Note Create Dt.	Note Created By	Note Type	Note
10/25/2011 14:32:42	Linda Vitale	Customer Interaction	The customer states that he and his five year old daughter were driving to school on 9/28/11 at 8:15 am on the Freeway 2 north on the exit ramp at San Fernando Rd. when his vehicle began to smoke from the hood. The customer states that the MINI became difficult to maneuver and he saw the battery indicator light come on, so he made a right turn onto San Fernando Rd. turned his hazard lights on, and exited the vehicle. The customer states that he moved his daughter a safe distance from the vehicle and then went back to look at the vehicle and pop the hood. The customer states that an off duty fireman had come over and he could see a small flame near the center back of the engine compartment which then extinguished itself. The customer states that the hazard light turned off on it's own. The customer states that he walked his daughter across the street to her school and came back to wait for a tow truck. The customer states that the vehicle was towed to Nick Alexander MINI and he was given an estimate of \$3400.00 to replace the power steering module. The customer states that he contacted USAA insurance Claim# [REDACTED] and his claim was denied as an electrical issue and refered to the manufacturer for MINI. The customer states that he has owned the vehicle for ten years and had repairs done to the MINI at the M Shop in Eagle Rock about four months before the incident for passenger side strut replacement and A/C fan speed repair. The customer would like his vehicle inspected and assistance with the MINI vehicle repair. LV

Activity Info

Activity #: 1-Y987VO **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 10/25/2011 16:19:06
Created By: Linda Vitale
Updated Dt: 10/25/2011 16:19:54
Updated By: Linda Vitale
Description: Spoke to SM Carl Tetiva and he will email the estimate for the repair.

Activity Info

Activity #: 1-Y9FYT6 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 10/25/2011 16:20:23
Created By: Linda Vitale
Updated Dt: 10/25/2011 16:24:18
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
10/25/2011 16:20:44	Linda Vitale	Product Analysis Interaction	Mark, Please inspect this vehicle for a complaint of fire. I believe Ryan will be there around 11/4/11 for Jay's file Emrani VIN A [REDACTED] See properties. The vehicle is at : Nick Alexander MINI 6201 S Alameda Street, Los Angeles CA 90001 Contact: SM Carl Tetiva Phone: 800-800-6425 Please advise date of inspection. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-

8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-YA8SS2 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 10/27/2011 08:34:32
Created By: Linda Vitale
Updated Dt: 10/27/2011 08:54:00
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
10/27/2011 08:34:49	Linda Vitale	Dealer Interaction	From: [REDACTED] Sent: Wednesday, October 26, 2011 8:35 PM To: Vitale Linda, V2-US-A-50 Subject: Estimate Template.xls (3).In Name [REDACTED] Phone Address Insured By Service Advisor IVAN MONTEJANO Date Make MINI Model COOPER Year 2002 Model License Number Vin Number Mileage T [REDACTED] 79645 Part No. Parts & Estimate of Labor Required Labor Hours Parts Price DIAGNOSTIC TIME 2.00 POWER STEERING PUMP (32-41-6-778-425) 3.50 924.39 POWER STEERING FLUID 38.13 ENGINE WIRE HARNESS (12-51-7-533-103) 5.50 417.10 Sub Totals 11.00 Tax 120.71 Labor 1,969.00 Parts 1,379.59 Grand Total \$ 3,469.30 Signed Date

Activity Info

Activity #: 1-YMEI8X **Email Body:**
Status: Done
Type: NFSE Interaction
Assigned To: Linda Vitale
Created Dt: 11/16/2011 14:04:29
Created By: Linda Vitale
Updated Dt: 11/16/2011 14:05:50
Updated By: Linda Vitale
Description: See note- email string

Note Create Dt.	Note Created By	Note Type	Note
11/16/2011 14:05:06	Linda Vitale	NFSE Interaction	From: Cram Ryan, EL-5-US-4 Sent: Wednesday, November 16, 2011 12:16 PM To: Yeldham Mark, EL-5-US-4 Cc: Vitale Linda, V2-US-A-50 Subject: Re: SPI [REDACTED] Request Inspection Linda, The earliest I can get this some is Monday the 28th. Ryan Sent from my iPhone On Nov 16, 2011, at 7:36 AM, "Yeldham Mark, EL-5-US-4" wrote: Hey Ryan, A template is now available. Please schedule ASAP. Mark Yeldham EL-5-US-4 From: Cram Ryan, EL-5-US-4 Sent: Tuesday, November 15, 2011 3:02 PM To: Vitale Linda, V2-US-A-50 Cc: Yeldham Mark, EL-5-US-4 Subject: Re: SPI Monsalves VIN TD56208 Request Inspection Linda, This inspection was not performed. Ryan Sent from my iPhone On Nov 15, 2011, at 11:51 AM, "Vitale Linda, V2-US-A-50" wrote: Ryan, Did you inspect this vehicle when you were at Nick Alexander last week? Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 Explore bmwusa.com/USOC Follow us From: Yeldham Mark, EL-5-US-4 Sent: Tuesday, November 15, 2011 2:36 PM To: Vitale Linda, V2-US-A-50 Subject: RE: SPI [REDACTED] Request Inspection Hi Linda, This SPI was not yet assigned? Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-YPGHIV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 11/21/2011 12:15:05

Created By: Linda Vitale
Updated Dt: 11/21/2011 12:29:13
Updated By: Linda Vitale
Description: Customer and his wife called looking for an update.

Activity Info

Activity #: 1-YPGHIX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 11/21/2011 12:18:54
Created By: Linda Vitale
Updated Dt: 11/21/2011 12:18:54
Updated By: Linda Vitale
Description: Spoke to customer & vehicle had not been inspected yet, five weeks. Customer requested a rental veh. Writer advised that rental \$40.00 a day provided.

Activity Info

Activity #: 1-YPGHJ0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 11/21/2011 12:34:26
Created By: Linda Vitale
Updated Dt: 11/21/2011 12:36:02
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
11/21/2011 12:34:41	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Monday, November 21, 2011 12:34 PM To: 'jmonsalvez@gmail.com' Subject: CR [REDACTED] November 21, 2011 2002 MINI Cooper/ T [REDACTED] Good morning Mr. [REDACTED] BMW NA will cover the cost of a rental vehicle up to \$40.00 a day beginning today 11/21/11 as discussed. I apologize for the delay with your vehicle inspection and I will try to expedite your file if possible. Happy Thanksgiving holiday to you and your family. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-YTB8FM **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 11/28/2011 15:54:41
Created By: Linda Vitale
Updated Dt: 11/28/2011 15:55:39
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
			From: Neumann Sara, V2-US-V-3-M Sent: Monday, November 28, 2011 3:51 PM To: Melville Cook;

11/28/2011 15:55:18	Linda Vitale	Field Interaction	Vitale Linda, V2-US-A-50 Cc: Ivan@alexandermini.com Subject: RE: Emailing: T [REDACTED] Mel, Generally the people who handled the SPI would be able to authorize that repair. Linda, can you please tell me who did this SPI and see if they would like to authorize the repair? Thanks, Sara - -----Original Message----- From: Melville Cook [mailto:mel@alexanderbmw.com] Sent: Monday, November 28, 2011 11:39 AM To: Neumann Sara, V2-US-V-3-M Cc: Ivan@alexandermini.com Subject: Emailing: [REDACTED] The power steering pump and harness shorted and melted causing electrical failure. Customer Relations authorized an SPI inspection of the vehicle. That inspection has been completed. Can we make the needed repairs under Goodwill? Me!
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Activity Info

Activity #: 1-Z31WIH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 12/13/2011 09:36:17
Created By: Linda Vitale
Updated Dt: 12/13/2011 09:40:26
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/13/2011 09:36:35	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Tuesday, December 13, 2011 9:36 AM To: [REDACTED] Subject: CR [REDACTED] VIN [REDACTED] December 13, 2011 2002 MINI Cooper/[REDACTED] Good morning Mr. [REDACTED], Please sign , notarize and return the attached release so I may authorize the repair for the power steering pump replacement on your MINI vehicle at Nick Alexander MINI. You may contact MINI service manager, Carl Tetiva at (800) 800-6425. Please contact me with any questions or concerns at [REDACTED]. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-Z31WIM **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/13/2011 09:40:26
Created By: Linda Vitale
Updated Dt: 12/13/2011 09:40:26
Updated By: Linda Vitale
Description: Spoke to SM Carl and advised the repair will be covered with a signed release.

Activity Info

Activity #: 1-Z4GW8A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 12/14/2011 14:55:39
Created By: Linda Vitale
Updated Dt: 12/14/2011 14:55:39
Updated By: Linda Vitale
Description: Spoke to customer and he will email signed release tomorrow.

Activity Info

Activity #: 1-Z6H4LU **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 12/19/2011 10:46:37
Created By: Linda Vitale
Updated Dt: 12/19/2011 10:48:28
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/19/2011 10:46:53	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Saturday, December 17, 2011 4:32 PM To: Vitale Linda, V2-US-A-50 Subject: Re: CR Monsalvez VIN T [REDACTED] Hi Linda, Please find the attachments enclosed with receipts from Enterprise. I'd like reimbursement for my rental car fees as quickly as processing allows. Happy holidays! Thanks, [REDACTED]

Activity Info

Activity #: 1-Z6H4N2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 12/19/2011 10:48:28
Created By: Linda Vitale
Updated Dt: 12/19/2011 11:10:43
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/19/2011 11:10:22	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Monday, December 19, 2011 10:46 AM To: 'Juan Monsalvez' Subject: RE: Nick Alexander BMW [REDACTED] 02 MCS December 19, 2011 2002 MINI Cooper / [REDACTED] Good morning Mr. [REDACTED], Please see the attached release form. Please sign, notarize and return to me. I am not able to process any paperwork without a signed general release. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866) 487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-Z6H4N5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 12/19/2011 10:59:17
Created By: Linda Vitale
Updated Dt: 12/19/2011 11:09:05
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/19/2011 10:59:38	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-50 Sent: Monday, December 19, 2011 10:46 AM To: 'Juan Monsalvez' Subject: RE: Nick Alexander BMW [REDACTED] 02 MCS December 19, 2011 2002 MINI Cooper / [REDACTED] Good morning Mr. [REDACTED], Please see the attached release form. Please sign, notarize and return to me. I am not able to process any paperwork without a signed general release. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866) 487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-ZR9ZF4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/13/2012 13:41:34
Created By: Linda Vitale
Updated Dt: 01/13/2012 13:41:34
Updated By: Linda Vitale
Description: Called customer and l/m requesting signed release.

Activity Info

Activity #: 1-ZR9ZH4 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/13/2012 13:42:09
Created By: Linda Vitale
Updated Dt: 01/13/2012 13:42:09
Updated By: Linda Vitale
Description: Closing memo.

Activity Info

Activity #: 1-ZR9ZH7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/13/2012 13:54:18
Created By: Linda Vitale
Updated Dt: 01/13/2012 13:54:18
Updated By: Linda Vitale
Description: Spoke to customer and he requested resending him the release. Customer states he's been traveling.

Activity Info

Activity #: 1-105ZUK7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/02/2012 11:33:02
Created By: Linda Vitale
Updated Dt: 02/02/2012 11:34:48
Updated By: Linda Vitale
Description: Called customer and l/m.



Service Request Detail #:201018101051

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Sandpoint, ID [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 36788
Last Sale Date: 06/18/2003 00:00:00
In Service Date: 06/18/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201018101051
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 06/30/2010 17:30:29
Created By: Doug Cavin
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: Seattle MINI
Date Closed: 07/12/2010 09:57:54

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

ALLEGED FIRE-sts car burned up under entry cover at motel,no injuries or other property dmg,no VIN.

Solution Note:

Date	Created By	Solution
07/12/2010 09:57:33	Jay Hanson	Goodwill for repairs and expenses. Received signed general release.

Activity Info

Activity #: 1-PDM5DL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 06/30/2010 17:31:30
Created By: Doug Cavin
Updated Dt: 07/01/2010 09:49:27
Updated By: Nellie Arencibia
Description: ALLEGED FIRE-sts car burned up under entry cover at motel,no injuries or other property dmg,no VIN.

Note Create Dt.	Note Created By	Note Type	Note
06/30/2010 18:31:52	Doug Cavin	Customer Interaction	Customer states she does not know specific mileage due to fire. She states there were no injuries or property damage. Cell phone is best contact.

Activity Info

Activity #: 1-PGOMK8 **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Jay Hanson
Created Dt: 07/06/2010 14:36:33
Created By: Jay Hanson
Updated Dt: 07/06/2010 14:55:54
Updated By: Jay Hanson
Description: Spoke with customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/06/2010 14:43:18	Jay Hanson	Customer Interaction	Customer said she and her husband had driven to a motel on vacation "in the middle of nowhere". Said throughout the trip there were no problems with the vehicle - all gauges were normal, no warning lights. Said they pulled in under the portico at the front of the motel, shut the vehicle off and went inside. Said just a few minutes later someone came in saying the vehicle was on fire. Said she and her husband and the motel manager went out and saw smoke coming from the front of the vehicle. She said the motel manager suggested that the vehicle was just overheating. The customer said it couldn't be because according to the gauges, the temperature had remained normal the entire day. Said they looked closer and could see flame. Said the manager got a fire extinguisher and they opened the hood and doused the flames. Said the damage was minimal. Said the FD was called as a precaution, but the fire was safely out. Said the vehicle was driven back home with no power steering and it is at their residence now. Writer offered the repairs under goodwill and agreed to pay for the vehicle's transport to and from an authorized MINI center. Customer said she and her husband had to spend an extra day at the motel at a cost of \$90 - writer agreed to reimburse that amount and provided a fax number for her to send the bill. Advised the customer that a representative of MINI of Seattle would be in touch.

Activity Info

Activity #: 1-PGVBBK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 07/06/2010 15:04:27
Created By: Jay Hanson
Updated Dt: 07/06/2010 15:14:42
Updated By: Jay Hanson
Description: Spoke with Kyle Canalizo at Seattle MINI - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/06/2010 15:04:58	Jay Hanson	Dealer Interaction	Advised Kyle of the conversation with the customer. Provided the customer's contact information and told him the repair should be made under goodwill. Advised MINI would take care of transportation expenses as well. Said he would consult with the sales team about transportation options to keep the bill down. Asked for email with arrangements. Will contact customer.

Activity Info

Activity #: 1-PHTIRZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/07/2010 14:17:20
Created By: Jay Hanson
Updated Dt: 07/07/2010 14:17:20
Updated By: Jay Hanson
Description: Sent release to customer for review and signature

Activity Info

Activity #: 1-PILCD2 **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/08/2010 15:46:15
Created By: Jay Hanson
Updated Dt: 07/08/2010 15:46:15
Updated By: Jay Hanson
Description: Received motel bill and charges from independent repair shop for diagnosis.

Activity Info

Activity #: 1-PJBOSF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/09/2010 16:05:07
Created By: Jay Hanson
Updated Dt: 07/09/2010 16:05:07
Updated By: Jay Hanson
Description: Received signed general release

Activity Info

Activity #: 1-PJBOSH **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 07/09/2010 16:18:44
Created By: Jay Hanson
Updated Dt: 07/09/2010 16:23:41
Updated By: Jay Hanson
Description: Sent email with repair authorization to Kyle Canalizo at Seattle MINI - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/09/2010 16:19:12	Jay Hanson	Dealer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Friday, July 09, 2010 4:18 PM To: 'kyle@seattlemini.com' Subject: Power Steering Pump Failure - [REDACTED] - As we discussed, I have attached a repair authorization for the replacement of the electric power steering pump, associated wiring harness, and related parts and materials for Mrs. [REDACTED] 2003 Cooper. Please contact Mrs. [REDACTED] as soon as possible to arrange transportation of the vehicle to and from Seattle MINI. There are instructions on the repair authorization for submitting a goodwill claim for the repairs and the transportation charges. Customer information: [REDACTED] 2003 Cooper VIN: [REDACTED] Phone: [REDACTED] Please let me know if you have any questions. Thanks for your help. Kind regards, Jay L. Hanson Special Product Investigation Consultant V2-US-A-50 Telephone (201) 263-8246 (800) 831-1117*8246 Fax (866) 796-3479 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-PJJQKX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 07/12/2010 09:22:57
Created By: Jay Hanson
Updated Dt: 07/12/2010 09:51:18
Updated By: Jay Hanson
Description: Email from Kyle Canalizo at

Seattle MINI - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/12/2010 09:23:20	Jay Hanson	Dealer Interaction	From: Kyle Canalizo [mailto:Kyle.Canalizo@seattlemini.com] Sent: Friday, July 09, 2010 6:54 PM To: Hanson Jay, V2-US-A-50 Subject: RE: Power Steering Pump Failure - [REDACTED], I'll have this arranged on Monday and be in contact with the customer. Have a good weekend. Kyle Canalizo Service Manager Seattle MINI 206-588-4220

Activity Info

Activity #: 1-PJJQVC **Email Body:**

Status: Done

Type: Product Analysis Interaction

Assigned To: Jay Hanson

Created Dt: 07/12/2010 09:51:18

Created By: Jay Hanson

Updated Dt: 07/12/2010 09:57:33

Updated By: Jay Hanson

Description: Advised PA the file has been closed - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/12/2010 09:51:56	Jay Hanson	Product Analysis Interaction	From: Hanson Jay, V2-US-A-50 Sent: Monday, July 12, 2010 9:51 AM To: Yeldham Mark, V2-US-A-6 Subject: CR [REDACTED] - This file has been closed without the need for an inspection. See Properties. Kind regards, Jay L. Hanson Special Product Investigation Consultant V2-US-A-50 Telephone (201) 263-8246 (800) 831-1117*8246 Fax (866) 796-3479 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227



Service Request Detail #:200705802379

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Escondido, CA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 04/16/2003 00:00:00
In Service Date: 04/16/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200705802379
Make: MINI
Vehicle Category: Automobile
Source: Letter
Type: Complaint
Current Status: Closed
Date Opened: 02/27/2007 15:50:19
Created By: Debbie Zika
Rep Assigned: Laurie Burkland
Assigned Dealer:
Identified Dealer: MINI of Escondido 16483
Date Closed: 02/28/2007 16:14:54

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	1200	1251	ENGINE ELECTRICAL - WIRING HARNESS
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
SV07	GOODWILL ASSISTANCE REQUEST	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
SV07	GOODWILL ASSISTANCE REQUEST	1200	1251	ENGINE ELECTRICAL - WIRING HARNESS

Issue Note:

Issue

Custmr stts power steering pump & wiring harness melted; feels defective; seeks GW repairs

Solution Note:

Date	Created By	Solution
02/28/2007 16:14:45	Laurie Burkland	Vm from James @ Brecht: GW'd parts & cust paid labor. Cust picked up veh & is happy. OK to close.

Attachments:

File Name	Comments
MOULDER Ltr (Archived - Click for more information.)	

Activity Info

Activity #: 1-8HLBR8 **Email Body:**
Status: Done
Type: General
Assigned To: FS Distributor
Created Dt: 02/27/2007 15:55:51
Created By: Debbie Zika
Updated Dt: 03/23/2007 21:41:30
Updated By: fm DupCustRemoval
Description: Custmr stts power steering pump & wiring harness melted; feels defective; seeks GW repairs

Activity Info

Activity #: 1-8HKT36 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Laurie Burkland
Created Dt: 02/28/2007 10:58:35
Created By: Laurie Burkland
Updated Dt: 03/23/2007 21:41:30
Updated By: fm DupCustRemoval
Description: Writer LM for SM James Baumer
to cb re: GW rq on veh damage.

Activity Info

Activity #: 1-8HYP3V **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Laurie Burkland
Created Dt: 02/28/2007 16:13:51
Created By: Laurie Burkland
Updated Dt: 03/23/2007 21:41:30
Updated By: fm DupCustRemoval
Description: Vm from James @ Brecht: GW'd
parts & cust paid labor. Cust
picked up veh & is happy. OK to
close.



Service Request Detail #:200520801023

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Hollis, NH [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 56000
Last Sale Date: 01/27/2003 00:00:00
In Service Date: 01/27/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200520801023
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 07/27/2005 20:04:05
Created By: Jason Bogdanovitch
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: MINI of Peabody 10699
Date Closed: 07/29/2005 09:17:23

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	1200	1200	ENGINE ELECTRICAL & COMPONENTS

Issue Note:

Issue
 SPI Issue

Solution Note:

Date	Created By	Solution
07/29/2005 09:16:56	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-4TFLD4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jason Bogdanovitch
Created Dt: 07/27/2005 20:07:47
Created By: Jason Bogdanovitch
Updated Dt: 10/02/2014 22:35:45
Updated By: fm DupCustRemoval
Description: SPI Issue

Note Create Dt.	Note Created By	Note Type	Note
07/27/2005 20:07:49	Jason Bogdanovitch	Customer Interaction	The customer drove his mini into the driveway. His vehicle caught on fire. It was about the size of a fire place. Customer Ret # [REDACTED]. He will have the vehicle towed to Mini of Peabody.



Service Request Detail #:201421802905

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: New Boston, MI [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 205000
Last Sale Date: 08/08/2003 00:00:00
In Service Date: 08/08/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201421802905
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 08/06/2014 14:29:30
Created By: Cameron Judson
Rep Assigned: Lindsey Ucker
Assigned Dealer:
Identified Dealer: Motor City MINI
Date Closed: 11/20/2014 13:42:19

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Cust claims power steering pump caught fire

Solution Note:

Date	Created By	Solution
11/20/2014 13:41:53	Lindsey Ucker	case reviewed, customer reimbursed in full in exchange for a signed release

Activity Info

Activity #: 1-1RKZPAC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Cameron Judson
Created Dt: 08/06/2014 14:30:23
Created By: Cameron Judson
Updated Dt: 08/06/2014 14:44:11
Updated By: Cameron Judson
Description: ESCALATION-Chelsea Becker-
 Thermal Event - Power Steering
 Complaint >>

Note Create Dt.	Note Created By	Note Type	Note
08/06/2014 14:31:54	Cameron Judson	Customer Interaction	C/s that he drove his veh to the restaurant at 815am C/s that he went into the restaurant and about 30 minutes later there was a thermal event under the wheels of his vehicle C/s that he grabbed a fire extinguisher C/s that the fire was under the body and not under the hood C/s that a local mechanic looked at the veh after he drove it to him C/s that the local mechanic advised that the power steering pump was the reason as to why this occurred C/s purchased the veh 7 years ago C/s [REDACTED] - Walt is the garage that is currently housing the vehicle Wtr apologized for the issues Wtr advised would document the issues and look into the concerns Wtr advised 1-3bd follow up

Activity Info

Activity #: 1-1RKZPB4 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Cameron Judson
Created Dt: 08/06/2014 14:49:06
Created By: Cameron Judson
Updated Dt: 08/06/2014 14:50:07
Updated By: Cameron Judson
Description: Wtr emailed out to Lisa >>

Note Create Dt.	Note Created By	Note Type	Note
08/06/2014 14:49:49	Cameron Judson	Corporate Interaction	From: Judson Cameron, (Cameron.Judson@bmwfs.com) Sent: Wednesday, August 06, 2014 2:49 PM To: Crean Lisa, (Lisa.Crean@bmwnext.com) Subject: Mr. [REDACTED] - Thermal Event Hello [REDACTED] called into our offices stating that he had an issue where he notice flames coming from under the vehicle this morning after driving to work. The customer stated that he used an extinguisher to put it out and then drove the vehicle a couple of stores down to where a local repair shop is. The customer stated that the mechanic put the vehicle up on the lift and noticed the power steering pump was burnt. The customer stated that nobody was injured regarding the event. Kind regards, Cameron ----- BMW of North America, LLC Cameron Judson Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 718 6992 Fax: 614 789 1992 E-mail: cameron.judson@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately. -----

Activity Info

Activity #: 1-1RLX515 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lisa Crean
Created Dt: 08/07/2014 09:38:55
Created By: Lisa Crean
Updated Dt: 08/07/2014 09:40:55
Updated By: Lisa Crean
Description: cstr cld in sttsing had an issue where he noticed flames coming from under vehicle after driving to work, cstr used an extinguisher to put out flms

Note Create Dt.	Note Created By	Note Type	Note
08/07/2014 09:40:18	Lisa Crean	Corporate Interaction	From: Judson Cameron, (Cameron.Judson@bmwfs.com) Sent: Wednesday, August 06, 2014 2:49 PM To: Crean Lisa, (Lisa.Crean@bmwnext.com) Subject: Mr. [REDACTED] - Thermal Event Hello Lisa, Mr. [REDACTED] called into our offices stating that he had an issue where he notice flames coming from under the vehicle this morning after driving to work. The customer stated that he used an extinguisher to put it out and then drove the vehicle a couple of stores down to where a local repair shop is. The customer stated that the mechanic put the vehicle up on the lift and noticed the power steering pump was burnt. The customer stated that nobody was injured regarding the event. Kind regards, Cameron ----- BMW of North America, LLC Cameron Judson Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 718 6992 Fax: 614 789 1992 E-mail: cameron.judson@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the

contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (██████████) immediately. -----

Activity Info

Activity #: 1-1S29PJN
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 11:43:32
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 11:57:24
Updated By: Lindsey Ucker
Description: Spoke with ██████████ - see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
08/20/2014 11:43:54	Lindsey Ucker	Customer Interaction	Cust stated he drove to work one morning and while the car was parked for 20-30 minutes he noticed fire coming from the wheel well. States he used an extinguisher to put out the fire. Car was towed to Fronczak's Garage (Walter) 734-285-5650 1096 Biddle Ave, Wyandotte, MI for repairs. Customer wants to know why the Power Steering Pump caught fire. Stated he has "replaced the pump once or twice". I advised that I would contact the repair facility for more info. 2nd owner.

Activity Info

Activity #: 1-1S29PQ7
Status: Done
Type: Independent Repair Facility
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 11:57:24
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 12:03:50
Updated By: Lindsey Ucker
Description: Called Fronczaks Garage 734-285-5650 Walter - see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
08/20/2014 11:58:52	Lindsey Ucker	Independent Repair Facility	Spoke with Owner Walter who stated the vehicle repairs were completed yesterday. Stated he is still in possession of all the parts which he will hold for MINI review except the pump which was returned to Value Auto Supply 734-283-1100 Glen in order to avoid the \$120 core fee. Walter stated this is the first time hes worked on this customers car and that Mr. ██████████ used to own his own repair facility and performed the repairs on his own cars for years. Walter stated the pump was badly melted and the brand was unknown.

Activity Info

Activity #: 1-1S29PQB
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 12:03:50
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 12:08:39
Updated By: Lindsey Ucker
Description: called Value Atuo Supply 734-283-1100 Glen - see notes

Email Body:

Note Create	Note	Note
-------------	------	------

Dt.	Created By	Type	Note
08/20/2014 12:05:14	Lindsey Ucker	General	Spoke with Glen who stated he is aware of the part and that he would put it aside and find out what steps need to be taken in order for it to be sent to MINI USA. I explained that MINI would pay the \$120 core charge if needed. Glen advised he would call me back.

Activity Info

Activity #: 1-1S29PQZ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 12:08:42
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 12:26:31
Updated By: Lindsey Ucker
Description: spoke w Mr. Mucha w updates.
see notes

Note Create Dt.	Note Created By	Note Type	Note
08/20/2014 12:24:27	Lindsey Ucker	Dealer Interaction	spoke with Mr. [REDACTED] and advised that the parts are available for MINI inspection. Customer stated he the facility he owned was a truck collision ctr and that he has records of all the repairs done on his car there. States he will email them to me within a day or two.

Activity Info

Activity #: 1-1S2NWP0 **Email Body:**
Status: Done
Type: Independent Repair Facility
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 13:11:34
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 13:11:34
Updated By: Lindsey Ucker
Description: FedEx to garage 770886118410
FedEx prepaid back to MINI USA
790040544780

Activity Info

Activity #: 1-1S2NX0D **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 08/20/2014 14:32:47
Created By: Lindsey Ucker
Updated Dt: 08/20/2014 14:33:46
Updated By: Lindsey Ucker
Description: email to Auto Supply

Note Create Dt.	Note Created By	Note Type	Note
08/20/2014 14:33:12	Lindsey Ucker	General	From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Wednesday, August 20, 2014 2:33 PM To: 'av334@autowares.com' Subject: [REDACTED] Power Steering Pump Hello Glen, As discussed earlier, Mr. [REDACTED] called our offices in regard to a power steering issue and requested we investigate. With that said, we need the pump that was sent back to you. If possible, MINI USA will pay for the \$120 core fee. The concern is that it must be by check and after we receive an invoice. Is there any way you can help us with this? BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8214 800 831-1117 ext 8214 Fax: 201 326 7452 E-mail: Lindsey.Ucker@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The

information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (██████) - ██████ immediately.

Activity Info

Activity #: 1-1SM02NL **Email Body:**
Status: Done
Type: Independent Repair Facility
Assigned To: Lindsey Ucker
Created Dt: 09/04/2014 12:12:50
Created By: Lindsey Ucker
Updated Dt: 09/04/2014 12:20:47
Updated By: Lindsey Ucker
Description: Walter Fronczaks Garage 734-285-5650 called - see notes

Note Create Dt.	Note Created By	Note Type	Note
09/04/2014 12:13:36	Lindsey Ucker	Independent Repair Facility	received call from Walter- repair facility who stated he is sending photos of the burned PS pump. Stated he is also sending the wires that burned. Stated the alternator was shorted out because of the fire bcause the wires were melting together. Stated the customer noticed the battery light come on shortly before the smoke was noticed.

Activity Info

Activity #: 1-1SM02V8 **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 09/04/2014 12:21:09
Created By: Lindsey Ucker
Updated Dt: 09/04/2014 13:03:17
Updated By: Lindsey Ucker
Description: called Value Atuo Supply 734-283-1100 Glen - see notes

Note Create Dt.	Note Created By	Note Type	Note
09/04/2014 12:21:33	Lindsey Ucker	General	called Glen/ Attila and followed up on the email regarding the purchase of the PS Core. Attila stated the core return price went up to \$150.00 plus shipping. Stated he will be able to send it and invoice BMW for the part and the shipping.

Activity Info

Activity #: 1-1SNXQ3I **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 09/05/2014 15:14:08
Created By: Lindsey Ucker
Updated Dt: 09/05/2014 15:14:08
Updated By: Lindsey Ucker
Description: Advised customer that we are waiting for the materials and that once they arrive and are reviewed he'll be called. Cust is ok.

Activity Info

Activity #: 1-1TFISR1 **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 09/24/2014 13:28:35
Created By: Lindsey Ucker
Updated Dt: 09/24/2014 13:31:22
Updated By: Lindsey Ucker
Description: received invoice from Auto Value
for core return - no part

Note Create Dt.	Note Created By	Note Type	Note
09/24/2014 13:29:31	Lindsey Ucker	General	-----Original Message----- From: [REDACTED] Sent: Wednesday, September 17, 2014 11:27 AM To: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Subject: fax from '7342835880' for 'BMW' overall result : OK calling party phone number [REDACTED] calling party ID : [REDACTED] called party phone number : [REDACTED] called party ID : 'BMW' call setup : 2014-09-17-11.26.44 call duration : 50 page count : 1 transfer rate : 14400 bps resolution : low

Activity Info

Activity #: 1-1TFOHJY **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 09/24/2014 13:31:22
Created By: Lindsey Ucker
Updated Dt: 09/24/2014 13:31:22
Updated By: Lindsey Ucker
Description: called Auto Supply 734-283-1100
and 734-676-6060 Atilla and left
a VM asking for a call back.

Activity Info

Activity #: 1-1TFOHK0 **Email Body:**
Status: Done
Type: Independent Repair Facility
Assigned To: Lindsey Ucker
Created Dt: 09/24/2014 13:32:29
Created By: Lindsey Ucker
Updated Dt: 09/24/2014 13:32:29
Updated By: Lindsey Ucker
Description: received package of wires from
Walter Fronczaks Garage -
holding until all parts are
available for review.

Activity Info

Activity #: 1-1TFOHK2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 09/24/2014 13:34:10
Created By: Lindsey Ucker
Updated Dt: 09/24/2014 13:51:14
Updated By: Lindsey Ucker
Description: called cust - advised that we are
awaiting the pump core for

review

Note Create Dt.	Note Created By	Note Type	Note
09/24/2014 13:36:20	Lindsey Ucker	Customer Interaction	Customer stated he has read about this type of fire on line. Customer asked for a call once BMW receives the pump core. I advised I will call him once we receive the part for review. Customer ok.

Activity Info

Activity #: 1-1TNZJ1N **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 09/30/2014 16:24:25
Created By: Lindsey Ucker
Updated Dt: 09/30/2014 16:24:25
Updated By: Lindsey Ucker
Description: received second invoice for pump return

Activity Info

Activity #: 1-1TNZJ1R **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 09/30/2014 16:27:40
Created By: Lindsey Ucker
Updated Dt: 09/30/2014 16:27:40
Updated By: Lindsey Ucker
Description: Called Auto Value = Glen and Atilla both out of the office-

Activity Info

Activity #: 1-1TNZJ1T **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lindsey Ucker
Created Dt: 09/30/2014 16:28:48
Created By: Lindsey Ucker
Updated Dt: 09/30/2014 16:30:58
Updated By: Lindsey Ucker
Description: Lync coordinator Lisa asking for the \$190

Note Create Dt.	Note Created By	Note Type	Note
09/30/2014 16:30:15	Lindsey Ucker	Corporate Interaction	Per Lisa - Check has not arrived yet. (Lindsey.Ucker@bmwnaext.com) 4:25 PM How about [REDACTED] 190 Crean Lisa, (Lisa.Crean@bmwnaext.com) 4:29 PM has not arrived yet Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) 4:29 PM

Activity Info

Activity #: 1-1TQGVBT **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 10/01/2014 15:15:51
Created By: Lindsey Ucker

Updated Dt: 10/01/2014 15:20:00
Updated By: Lindsey Ucker
Description: called Auto Supply 734-283-1100 and 734-676-6060 Atilla and left a VM asking for a call back - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/01/2014 15:16:15	Lindsey Ucker	General	called Auto Supply 734-283-1100 and spoke with Glen- advised that no exceptions can be made- payment before part can be released. Advised Atilla is the manager and can be reached at 734-676-6060. Called Atilla and left a message w. Brian asking for Atilla to call me back ASAP explaining this is urgent.

Activity Info

Activity #: 1-1TS5UMI **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 10/02/2014 13:31:36
Created By: Lindsey Ucker
Updated Dt: 10/02/2014 13:54:51
Updated By: Lindsey Ucker
Description: called Auto Supply 734-283-1100 and 734-676-6060 Atilla - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/02/2014 13:41:47	Lindsey Ucker	General	spoke with Atilla who stated his company is unable to send the aprt prior to receiving payment. Stated he would put in a request and get back to me.

Activity Info

Activity #: 1-1TUHT93 **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 10/03/2014 14:52:06
Created By: Lindsey Ucker
Updated Dt: 10/03/2014 14:52:06
Updated By: Lindsey Ucker
Description: called Auto Supply and spoke with Glen - Provided FedEx tracking 771375657015 for check

Activity Info

Activity #: 1-1U0I69S **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 10/08/2014 13:19:26
Created By: Lindsey Ucker
Updated Dt: 10/08/2014 14:07:43
Updated By: Lindsey Ucker
Description: called auto Supply - provided USPS tracking 9405510200830433731143. ETA 10/9/2014

Note Create Dt.	Note Created By	Note Type	Note
10/08/2014 13:20:21	Lindsey Ucker	General	https://tools.usps.com/go/TrackConfirmAction.action?tRef=fullpage&tLc=1&text28777=&tLabels=9405510200830433731143%2C

Activity Info

Activity #: 1-1U28YA0 **Email Body:**
Status: Done
Type: General
Assigned To: Lindsey Ucker
Created Dt: 10/09/2014 15:43:13
Created By: Lindsey Ucker
Updated Dt: 10/09/2014 15:43:13
Updated By: Lindsey Ucker
Description: receive pump core

Activity Info

Activity #: 1-1U2MUM1 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/09/2014 15:43:36
Created By: Lindsey Ucker
Updated Dt: 10/09/2014 15:43:36
Updated By: Lindsey Ucker
Description: spoke with customer and advised that all parts here. Will be inspected and results will be shared when avail.

Activity Info

Activity #: 1-1U2MUM4 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/09/2014 15:44:10
Created By: Lindsey Ucker
Updated Dt: 10/09/2014 15:51:35
Updated By: Lindsey Ucker
Description: advised Mark and Chrisitan that parts will be brought over for inspection.

Note Create Dt.	Note Created By	Note Type	Note
10/09/2014 15:51:23	Lindsey Ucker	Product Analysis Interaction	<p>From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Thursday, October 09, 2014 3:51 PM To: Yeldham Mark, EG-8-US-4 Cc: Liedl Christian, EG-8-US-4 Subject: CR [REDACTED] - fire Hi Mark, Im leaving a box on your desk with some parts in it. The customers DTCM has been filled out. He claims the PS Pump caught fire. The vehicle has already been repaired. Please let me know your thoughts ASAP. Thank you. BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com</p> <p>This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone ([REDACTED]) immediately.</p>

Activity Info

Activity #: 1-1UW9JKB **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/31/2014 10:38:10
Created By: Lindsey Ucker
Updated Dt: 10/31/2014 10:38:10
Updated By: Lindsey Ucker
Description: spoke with PA Mark Y- confirmed findings - OEM part failed.

Activity Info

Activity #: 1-1UW9JKE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/31/2014 10:38:52
Created By: Lindsey Ucker
Updated Dt: 10/31/2014 10:38:52
Updated By: Lindsey Ucker
Description: customer sent letter stating \$2067.59 repair cost- seeking reimbursement.

Activity Info

Activity #: 1-1UW9JO3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/31/2014 10:39:32
Created By: Lindsey Ucker
Updated Dt: 10/31/2014 10:39:32
Updated By: Lindsey Ucker
Description: called cust- advised he will be reimbursed. ASked for signed release and copy of paid invoice and proof of payment. Customer agreed.

Activity Info

Activity #: 1-1UW9JO8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 10/31/2014 11:23:00
Created By: Lindsey Ucker
Updated Dt: 10/31/2014 11:24:40
Updated By: Lindsey Ucker
Description: release emailed- request to confirm address and needed documents requested

Note Create Dt.	Note Created By	Note Type	Note
			From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Friday, October 31, 2014 11:22 AM To:

10/31/2014 11:23:30	Lindsey Ucker	Customer Interaction	<p>██████████' Subject: from MINI USA Dear Mr. ██████████, Thank you again for your patience. As discussed earlier, we would like to reimburse you for the repairs performed on your vehicle. We ask for the following documents prior to the reimbursement process: copy of the repair invoice, proof of payment (cc receipt or statement) as well as the signed release that you will find attached. Once received, the reimbursement will be sent via FedEx to 28520 Margaret Ln; New Boston, MI 48164 Thank you again, Lindsey BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone (██████████ 4) immediately.</p>
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Activity Info

Activity #: 1-1VNMFLN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 11/20/2014 12:50:45
Created By: Lindsey Ucker
Updated Dt: 11/20/2014 12:50:45
Updated By: Lindsey Ucker
Description: received signed release and copy of repair invoice.

Activity Info

Activity #: 1-1VNMFLR **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Lindsey Ucker
Created Dt: 11/20/2014 13:30:06
Created By: Lindsey Ucker
Updated Dt: 11/20/2014 13:30:06
Updated By: Lindsey Ucker
Description: check request submitted

Activity Info

Activity #: 1-1VNMFLT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Lindsey Ucker
Created Dt: 11/20/2014 13:30:34
Created By: Lindsey Ucker
Updated Dt: 11/20/2014 13:41:53
Updated By: Lindsey Ucker
Description: left Vm that incorrect VIN was on release. - emailed correct version for signing

Note Create Dt.	Note Created By	Note Type	Note
11/20/2014 13:31:05	Lindsey Ucker	Customer Interaction	<p>From: Ucker Lindsey, (Lindsey.Ucker@bmwnaext.com) Sent: Thursday, November 20, 2014 1:24 PM To: ██████████ Subject: from MINI USA Importance: High Dear Mr. ██████████, Thank you for your patience. I noticed an error with the VIN and vehicle description in the release I originally sent you. Please review the attached and email back to me as soon as possible. Your reimbursement is being processed and will be sent to you via FedEx within the next few days. BMW of North America, LLC Lindsey Ucker Special Product Investigations Customer Relations and Services</p>

B2-US-H-3 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201-571-5814 800-831-1117 Fax: 201-326-7452 Email: lindsey.ucker@bmwnaext.com Web: bmwusa.com



Service Request Detail #:201316100350

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Dallas, TX [REDACTED]
Vehicle Info:
Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 140000
Last Sale Date: 06/02/2003 00:00:00
In Service Date: 06/02/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201316100350
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 06/10/2013 11:04:38
Created By: Rachel Clevenger
Rep Assigned: Nellie Arencibia
Assigned Dealer:
Identified Dealer: MINI of Dallas
Date Closed: 07/19/2013 11:46:10

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Thermal event - Engine / Power Steering Pump

Solution Note:

Date	Created By	Solution
07/19/2013 11:43:15	Nellie Arencibia	BMW inspected vehicle, EHPS covered under extended warranty. Replacement of P/S hoses covered under GW. Executed Rel on file.

Activity Info

Activity #: 1-1BQEFAJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Rachel Clevenger
Created Dt: 06/10/2013 11:07:20
Created By: Rachel Clevenger
Updated Dt: 06/10/2013 11:28:24
Updated By: Rachel Clevenger
Description: Thermal event - Engine/ Power Steering

Note Create Dt.	Note Created By	Note Type	Note
06/10/2013 11:07:31	Rachel Clevenger	Customer Interaction	escalation from T1. cust stated he ws driving and steering wheel locked up. cust stated he stopped and tried to restart veh hoping wheel would unlock. cust stated he noticed smoke coming from engine. cust stated within seconds there were flames from engine compartment. cust stated he called 911. cust stated police and fire dept came. cust stated he was not injured. cust stated police adv not driving and not trying to start veh. cust stated veh was towed to 3rd party center. cust stated: [REDACTED] Cedar Hill, TX [REDACTED] Harold Nezat - owner google search: Pete Nava- owner cust stated 3rd party center told him cause was power steering pump and wiring to pump. cust stated he received letter for power steering pump warranty extension. cust stated parts have been ordered from CA for repairs. cust stated he is requesting all

repairs to be covered by BMW. wtr informed no guarantee for assistance. wtr informed information will be forwarded to another rep. wtr informed follow up time is 1-3 business days. cust stated he purchased veh from another 3rd party in Nov or Dec 2012.

Activity Info

Activity #: 1-1BQEFIC **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Rachel Clevenger
Created Dt: 06/10/2013 11:28:48
Created By: Rachel Clevenger
Updated Dt: 06/10/2013 11:29:11
Updated By: Rachel Clevenger
Description: wtr emailed Mary Jane

Note Create Dt.	Note Created By	Note Type	Note
06/10/2013 11:29:02	Rachel Clevenger	Corporate Interaction	<p>From: Clevenger Rachel, SF2-US-S-6 Sent: Monday, June 10, 2013 11:29 AM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR: [REDACTED] Mary Jane, Mr. [REDACTED] stated his vehicle is currently at Pete's Radiator Service in Cedar Hill, TX after experiencing a thermal event. He stated he was informed by Pete's Radiator Service the cause was the power steering pump and related wiring. Mr. [REDACTED] stated he was not injured. He stated he is requesting reimbursement for the repairs. Mr. [REDACTED] stated parts have already been ordered and Pete's Radiator Service is performing needed repairs. His phone number is [REDACTED]. Kind regards, Rachel Clevenger ----- BMW of North America, LLC Rachel Clevenger Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 789 7325 Fax: 614 789 1992 E-mail: rachel.clevenger@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately. -----</p>

Activity Info

Activity #: 1-1BRMIL3 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 06/11/2013 11:09:33
Created By: Mary Jane Trainor
Updated Dt: 06/11/2013 11:09:33
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1BRX067 **Email Body:**
Status: Done
Type: General
Assigned To: Brandon Howard
Created Dt: 06/11/2013 15:36:02
Created By: Brandon Howard
Updated Dt: 06/11/2013 15:36:02
Updated By: Brandon Howard
Description: Customer called to speak w/ case manager regarding open case. Writer sent customer to case manager's voicemail.

Activity Info

Activity #: 1-1BSP2X7 **Email Body:**
Status: Done
Type: General
Assigned To: Casey Lawlor
Created Dt: 06/12/2013 11:27:19
Created By: Casey Lawlor
Updated Dt: 06/12/2013 11:27:19
Updated By: Casey Lawlor
Description: CCI to check on open case - WTR connected cust to VM.

Activity Info

Activity #: 1-1BSVSMB **Email Body:**
Status: Done
Type: General
Assigned To: Sean Reilly
Created Dt: 06/12/2013 15:17:40
Created By: Sean Reilly
Updated Dt: 06/12/2013 15:17:40
Updated By: Sean Reilly
Description: Cci for NA. Wtr adv call will be documented and transferred to VM.

Activity Info

Activity #: 1-1BT4326 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/12/2013 17:07:18
Created By: Nellie Arencibia
Updated Dt: 06/12/2013 17:07:18
Updated By: Nellie Arencibia
Description: Cld cust, n/a, lm.

Activity Info

Activity #: 1-1BU4A0A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/13/2013 14:42:33
Created By: Nellie Arencibia
Updated Dt: 06/13/2013 14:42:33
Updated By: Nellie Arencibia
Description: Cust c/b, lm.

Activity Info

Activity #: 1-1BUEXAN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/13/2013 17:47:52
Created By: Nellie Arencibia

Updated Dt: 06/14/2013 14:40:16

Updated By: Nellie Arencibia

Description: Sw cust, see notes:

Note Create Dt.	Note Created By	Note Type	Note
06/14/2013 14:30:17	Nellie Arencibia	Customer Interaction	Customer stated on 6/6 he was driving on [REDACTED] in Cedar Hills, he had driven about 6 miles and the steering wheel kept getting progressively hard to maneuver so he pulled over and the steering locked, he turned the car off then saw smoke and flame coming from under the hood, but the flame extinguished on its own before the Fire Dept arrived, F.D. checked to make sure it didn't start again. They suggested he not start the vehicle again and have a mechanic check it, so it was towed to a 3rd party mechanic 5 min away, they checked it and told him it was the power steering pump that burned. His insurance came out to inspect the vehicle and told him it was the p/s pump, that BMW had a recall on it and they would not accept responsibility and told him to contact MINI USA. He recalled recently receiving a letter from MINI USA extending the warranty on the power steering pump and instructed the mechanic not to touch the vehicle, having it towed to MINI of Dallas, wants BMW to address the problem. No injuries with this incident. He's only had the vehicle for about 9 mos, has a few weeks after he had the car, he got a yellow warning light for Tire pressure, he had to replace one of the tires, also had Metro Lube check the fluids and perform an tune-up and the car has been running fine since.

Activity Info

Activity #: 1-1BVCFBJ **Email Body:**
 Status: Done
 Type: Customer Interaction
 Assigned To: Nellie Arencibia
 Created Dt: 06/14/2013 14:30:28
 Created By: Nellie Arencibia
 Updated Dt: 06/14/2013 14:53:04
 Updated By: Nellie Arencibia
 Description: Cst Im, the MINI has been towed to MINI of Dallas

Activity Info

Activity #: 1-1BVCFBO **Email Body:**
 Status: Done
 Type: Product Analysis Interaction
 Assigned To: Nellie Arencibia
 Created Dt: 06/14/2013 14:51:45
 Created By: Nellie Arencibia
 Updated Dt: 06/14/2013 14:52:27
 Updated By: Nellie Arencibia
 Description: Requested PA set up inspection

Note Create Dt.	Note Created By	Note Type	Note
06/14/2013 14:52:14	Nellie Arencibia	Product Analysis Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Friday, June 14, 2013 2:48 PM To: DL-SPI_Assignment_PA Subject: CR [REDACTED] Thermal Event Please assign inspection - customer's power steering got progressively hard to maneuver, customer pulled over and the steering locked, he turned the car off then saw smoke a flame coming from under the hood, although the flame extinguished itself by the time the Fire Dept arrived. Customer was told by mechanic and insurance company that the power steering pump burned. See Properties. Vehicle was towed to MINI of Dallas, TX. Kind regards, Nellie - BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-1BVCFG9 **Email Body:**
 Status: Done

Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/14/2013 14:54:59
Created By: Nellie Arencibia
Updated Dt: 06/14/2013 14:55:43
Updated By: Nellie Arencibia
Description: PA assigned Mike D. to inspect

Note Create Dt.	Note Created By	Note Type	Note
06/14/2013 14:55:33	Nellie Arencibia	Product Analysis Interaction	From: Roughgarden Sophia, EG-8-US-4 Sent: Friday, June 14, 2013 2:51 PM To: Donahoe Michael, EG-8-US-4 Cc: Arencibia Nellie, B2-US-A-50; Yeldham Mark, EG-8-US-4 Subject: RE: CR [REDACTED] Thermal Event Hi Mike, The above referenced SPI has been assigned to you in Documentum. Thank you, Sophia 201.571.5078

Activity Info

Activity #: 1-1BVCFTB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/14/2013 17:05:10
Created By: Nellie Arencibia
Updated Dt: 06/14/2013 17:06:58
Updated By: Nellie Arencibia
Description: Em SM to inform SPI inspection and to arrange rental for cust....

Note Create Dt.	Note Created By	Note Type	Note
06/14/2013 17:06:46	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Friday, June 14, 2013 3:10 PM To: 'englandm@autonation.com'; 'Mashburn, Cody' Subject: [REDACTED] SPI Inspection & rental Importance: High Hi Marty, Cody: I spoke with customer and I am in the midst of arranging a SPI inspection. I will let you know who's assigned and have a date. In the interim, please provide customer with alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise) not to exceed \$40 a day. Include this expense as a separate line item on the repair order. Customer will remain in the rental until BMWNA calls him with the inspection results. Mr. [REDACTED]. In addition to the documents required to submit the SPI Repair Authorization request, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Should you have any questions, please feel free to contact me. Thank you so much for your help. Kind regards, Nellie [REDACTED] BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201.263.8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-1BVCFTF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/14/2013 17:06:58
Created By: Nellie Arencibia
Updated Dt: 06/14/2013 17:06:58
Updated By: Nellie Arencibia
Description: Cst Im

Activity Info

Activity #: 1-1BVCFTH **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/14/2013 17:07:35
Created By: Nellie Arencibia
Updated Dt: 06/14/2013 17:07:35
Updated By: Nellie Arencibia
Description: Sw cust, recd earlier vm msg, have already started process and emailed SM to arrange rental....

Activity Info

Activity #: 1-1C6XFC3 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/27/2013 12:07:23
Created By: Nellie Arencibia
Updated Dt: 06/27/2013 12:07:58
Updated By: Nellie Arencibia
Description: PA advised results are available.

Note Create Dt.	Note Created By	Note Type	Note
06/27/2013 12:07:48	Nellie Arencibia	Product Analysis Interaction	From: Documentum Admin Account [mailto:docadmin@lp10doc02.w10] Sent: Thursday, June 27, 2013 11:52 AM To: Arencibia Nellie, B2-US-A-50 Subject: !! Started workitem: "4a00d83780" in docbase "dctmzu" for document "PA Field Rpt" In docbase "dctmzu": User "docadmin" started workitem "4a00d83780" for document "PA Field Rpt" with this message: "Document PA Field Rpt is approved".

Activity Info

Activity #: 1-1C7EOEH **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/28/2013 09:50:55
Created By: Nellie Arencibia
Updated Dt: 06/28/2013 09:50:55
Updated By: Nellie Arencibia
Description: Cld MINI SM, was informed Jeff Lamb is taking over Randy. Xfrd to Jeff's vm, Im.

Activity Info

Activity #: 1-1C7EOFN **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 06/28/2013 09:57:56
Created By: Nellie Arencibia
Updated Dt: 06/28/2013 09:59:52
Updated By: Nellie Arencibia
Description: Sent email to Jeff requesting repair estimate before calling cust w/results.

Note	Note Created	Note Type	Note
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Create Dt.	By		
06/28/2013 09:58:24	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Friday, June 28, 2013 9:56 AM To: 'lambj@autonation.com' Subject: [REDACTED] - power steering Hi Jeff: I am handling this case and SPI has already inspected the vehicle, I just received the results, however, before I contact the customer, can you provide an estimate at warranty rates for the EHPS power steering pump related repairs? Thank you so much. Kind regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-1CJCBX **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 09:44:02
Created By: Nellie Arencibia
Updated Dt: 07/11/2013 09:45:00
Updated By: Nellie Arencibia
Description: F/u with Jeff, need estimate...

Note Create Dt.	Note Created By	Note Type	Note
07/11/2013 09:44:33	Nellie Arencibia	Dealer Interaction	From: Arencibia Nellie, B2-US-A-50 Sent: Thursday, July 11, 2013 9:36 AM To: 'lambj@autonation.com' Subject: RE: [REDACTED] - power steering Importance: High Hi Jeff: I am still waiting for the repair estimate, kindly advise as soon as possible as I need to contact customer. Thanks! Kind regards, Nellie

Activity Info

Activity #: 1-1CJCAFW **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 10:03:54
Created By: Nellie Arencibia
Updated Dt: 07/11/2013 10:04:41
Updated By: Nellie Arencibia
Description: Jeff adv the EPS pump has extended warr....

Note Create Dt.	Note Created By	Note Type	Note
07/11/2013 10:04:30	Nellie Arencibia	Dealer Interaction	From: Lamb, Jeff [mailto:Lambj@autonation.com] Sent: Thursday, July 11, 2013 9:58 AM To: Arencibia Nellie, B2-US-A-50 Subject: RE: [REDACTED] - power steering Sorry I was on vacation and this is new to me. What repair estimate do you want? Pump is covered under the warranty. Power steering hoses leaking and rear brakes worn that are not covered.

Activity Info

Activity #: 1-1CJCAG0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 10:04:41
Created By: Nellie Arencibia
Updated Dt: 07/12/2013 15:17:49
Updated By: Nellie Arencibia
Description: Cld Jeff, got vm, did not lm.

Activity Info

Activity #: 1-1CJCAIK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 10:05:06
Created By: Nellie Arencibia
Updated Dt: 07/11/2013 10:05:06
Updated By: Nellie Arencibia
Description: Asked Jeff to call wrtr.....

Activity Info

Activity #: 1-1CJCAIM **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 10:33:59
Created By: Nellie Arencibia
Updated Dt: 07/11/2013 10:33:59
Updated By: Nellie Arencibia
Description: SW Jeff, clarified what is covered under the ext warr of the EPS pump.....

Activity Info

Activity #: 1-1CKB5DG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/11/2013 19:20:05
Created By: Nellie Arencibia
Updated Dt: 07/11/2013 19:24:08
Updated By: Nellie Arencibia
Description: Sw cust, conveyed results, see notes:

Note Create Dt.	Note Created By	Note Type	Note
07/11/2013 19:21:00	Nellie Arencibia	Customer Interaction	Informed the EPS is covered under the extended warranty 13yrs/150kmiles, however, found 3 ps hoses leaking that need replaced, BMW will cover under goodwill with signed release. Customer accepted, fax him release. Writer also informed him per SM, the rear brakes are worn and need to be replaced.

Activity Info

Activity #: 1-1CKY0BE **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/12/2013 15:12:57
Created By: Nellie Arencibia
Updated Dt: 07/12/2013 15:17:39
Updated By: Nellie Arencibia
Description: Sw Jeff again, discussed part under warranty and damaged components resulting from the thermal event, Jeff clarified

Note		

Note Create Dt.	Created By	Note Type	Note
07/12/2013 15:14:40	Nellie Arencibia	Customer Interaction	that the cables and connectors were replaced along with the EHPS under the extended part warranty, however, the hoses are not included but if customer doesn't replace them he will have another problem with the EHPS. Writer adv BMW offered to cover the replacement of the hoses and is why needed to clarify to notate on the release. Jeff stated other than the p/s hoses were good and has been taken care of.

Activity Info

Activity #: 1-1CKY0BJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/12/2013 15:17:50
Created By: Nellie Arencibia
Updated Dt: 07/12/2013 15:17:50
Updated By: Nellie Arencibia
Description: Faxed gen release and instructions to cust.

Activity Info

Activity #: 1-1CKY0BL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/12/2013 16:06:04
Created By: Nellie Arencibia
Updated Dt: 07/12/2013 16:06:04
Updated By: Nellie Arencibia
Description: Cld cust, Im, faxed him release, to look for it

Activity Info

Activity #: 1-1CPC2TV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2013 18:20:14
Created By: Nellie Arencibia
Updated Dt: 07/17/2013 18:20:14
Updated By: Nellie Arencibia
Description: Cust Im, recd faxed rel, has some questions....

Activity Info

Activity #: 1-1CPC2TX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/17/2013 18:20:47
Created By: Nellie Arencibia
Updated Dt: 07/17/2013 18:20:47
Updated By: Nellie Arencibia
Description: Sw cust, sttd he wanted the release amended, also wanted to ensure rental would be covered By BMW and tow charges wld be

reimb. Wtr address concerns.

Activity Info

Activity #: 1-1CQ2SL5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/18/2013 17:04:48
Created By: Nellie Arencibia
Updated Dt: 07/18/2013 17:14:36
Updated By: Nellie Arencibia
Description: Cust faxed executed release, tow bill and copy of rental agreement.

Activity Info

Activity #: 1-1CQSCN4 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/19/2013 10:47:36
Created By: Nellie Arencibia
Updated Dt: 07/19/2013 11:19:51
Updated By: Nellie Arencibia
Description: Sent Jeff Lamb, SM repair auth and instructions.

Note Create Dt.	Note Created By	Note Type	Note
07/19/2013 11:06:45	Nellie Arencibia	Dealer Interaction	<p>From: Arencibia Nellie, B2-US-A-50 Sent: Friday, July 19, 2013 11:06 AM To: 'Lamb, Jeff' Subject: [REDACTED] SPI Repair Authorization Importance: High Hi Jeff: Attached is the repair authorization for Mr. [REDACTED] 2003 MINI Cooper (VIN [REDACTED]) with the leak in the power steering hoses. Please proceed with the repair as soon as possible. << File: CR [REDACTED] Repair Authorization.pdf >> << File: _Repair Authorization Cover Sheet.doc >> << File: CR [REDACTED] Release Exec.pdf >> BMW is covering 100% of the repair, parts and labor for the replacement of the power steering hoses. Should the customer need it, kindly supply alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise) not to exceed \$40 a day. Include this expense as a separate line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Everything you need should be on the repair authorization including instructions for receiving your goodwill authorization through DCS once the repairs are completed. Should you have any questions, please feel free to call me. Kind regards, Nellie ----- BMW of North America, LLC Nellie Arencibia Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8272 Fax: 866-814-0776 E-mail: Nellie.Arencibia@bmwna.com Web: bmwusa.com</p>

Activity Info

Activity #: 1-1CQSCN8 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Nellie Arencibia
Created Dt: 07/19/2013 11:42:10
Created By: Nellie Arencibia
Updated Dt: 07/19/2013 11:42:10
Updated By: Nellie Arencibia
Description: Attached closing memo in dcmtm.





Service Request Detail #:201322400215

Customer Info:

Name: [Redacted]
Pref. Comm. Method: [Redacted]
Work #: [Redacted]
Home #: [Redacted]
Cell #: [Redacted]
Street Address: [Redacted]
Apt/Suite: [Redacted]
City/State/Zip: Dallas, TX [Redacted]

Vehicle Info:

Chassis # (US): [Redacted]
Chassis # (Non-US): [Redacted]
Year: 2003
Model: Cooper
Mileage: 140000
Last Sale Date: 06/02/2003 00:00:00
In Service Date: 06/02/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201322400215
Make: MINI
Vehicle Category: Automobile
Source: Fax
Type: SPI
Current Status: Closed
Date Opened: 08/12/2013 10:15:55
Created By: Nellie Arencibia
Rep Assigned: Nellie Arencibia
Assigned Dealer:
Identified Dealer: MINI of Dallas
Date Closed: 08/12/2013 10:24:46

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 See 201316100350 - Cust sent tow bills for reimb.

Solution Note:

Date	Created By	Solution
08/12/2013 10:23:01	Nellie Arencibia	Submitted check request for reimbursement of tow charges.

Activity Info

Activity #: 1-1DCL4J5 **Email Body:**
Status: Done
Type: General
Assigned To: Nellie Arencibia
Created Dt: 08/12/2013 10:16:39
Created By: Nellie Arencibia
Updated Dt: 08/12/2013 10:21:44
Updated By: Nellie Arencibia
Description: See 201316100350 - Cust 2 tow bill for reimb, associated with minor thermal at EDPS power steering pump.....

Activity Info

Activity #: 1-1DCL4KG **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Nellie Arencibia
Created Dt: 08/12/2013 10:21:44
Created By: Nellie Arencibia
Updated Dt: 08/12/2013 10:21:44
Updated By: Nellie Arencibia
Description: Submitted \$305 check request for processing.



Service Request Detail #:201412601255

Customer Info:

Name: ██████████
Pref. Comm. Method:
Work #: --
Home #: --
Cell #: --
Street Address:
Apt/Suite:
City/State/Zip: Burbank, CA

Vehicle Info:

Chassis # (US): ██████████
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 09/20/2003 00:00:00
In Service Date: 09/20/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201412601255
Make: MINI
Vehicle Category: Automobile
Source: Insurance Subrogation
Type: SPI
Current Status: Closed
Date Opened: 05/06/2014 11:51:43
Created By: Jay Hanson
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer:
Date Closed: 07/08/2014 14:37:32

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Potential Insurance Subrogation - State Farm Claim #05-4C44-481

Solution Note:

Date	Created By	Solution
07/08/2014 14:37:08	Jay Hanson	File closed pending contact from law firm representing insurance company.

Activity Info

Activity #: 1-1NUS34X **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/06/2014 11:52:39
Created By: Jay Hanson
Updated Dt: 05/06/2014 11:54:27
Updated By: Jay Hanson
Description: Potential Insurance Subrogation - State Farm Claim #05-4C44-481

Activity Info

Activity #: 1-103U7PI **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/12/2014 16:29:44
Created By: Jay Hanson
Updated Dt: 05/12/2014 16:30:16
Updated By: Jay Hanson
Description: Left vm for Manny Bento - out of

office until 5/19

Activity Info

Activity #: 1-1ODWWZ9 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/19/2014 14:25:32
Created By: Jay Hanson
Updated Dt: 05/19/2014 14:25:32
Updated By: Jay Hanson
Description: Manny Bento advised the writer to call (877) 457-8276 x60 to discuss inspecting

Activity Info

Activity #: 1-1OJGCNC **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Jay Hanson
Created Dt: 05/22/2014 16:46:19
Created By: Jay Hanson
Updated Dt: 05/22/2014 16:46:19
Updated By: Jay Hanson
Description: Called State Farm - claim forwarded to Law Offices of Geordan Goebel. (805) 482-7966

Activity Info

Activity #: 1-1OTMHXL **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 05/30/2014 11:20:01
Created By: Jay Hanson
Updated Dt: 05/30/2014 11:20:01
Updated By: Jay Hanson
Description: Awaiting contact from insurance attorney

Activity Info

Activity #: 1-1PFB4EF **Email Body:**
Status: Done
Type: General
Assigned To: Jay Hanson
Created Dt: 06/16/2014 08:24:40
Created By: Jay Hanson
Updated Dt: 06/16/2014 08:24:40
Updated By: Jay Hanson
Description: Awaiting contact from insurance attorney

Activity Info

Activity #: 1-1PVRNF2 **Email Body:**
Status: Done

Type: General
Assigned To: Jay Hanson
Created Dt: 06/23/2014 10:14:51
Created By: Jay Hanson
Updated Dt: 06/23/2014 10:14:51
Updated By: Jay Hanson
Description: Awaiting contact from insurance attorney



Service Request Detail #:200603402545

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: El Segundo, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage:
Last Sale Date: 07/12/2005 00:00:00
In Service Date: 07/12/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200603402545
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 02/03/2006 18:20:24
Created By: Tony Moore
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 02/06/2006 10:11:07

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	3600	3600	TIRES, WHEELS & SPARE TIRE

Issue Note:

Issue

CCI complained that he lost control of his vehicle while driving on freeway.

Solution Note:

Date	Created By	Solution
02/06/2006 10:10:51	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-5VSD8T **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tony Moore
Created Dt: 02/03/2006 18:21:32
Created By: Tony Moore
Updated Dt: 02/03/2006 18:27:06
Updated By: Tony Moore
Description: CCI complained that he lost control of his vehicle while driving on freeway.

Note Create Dt.	Note Created By	Note Type	Note
02/03/2006 18:21:37	Tony Moore	Customer Interaction	Cust stts that he was driving at 65 mph on freeway and felt the vehicle pulling to the left, and then eventually he lost control of vehicle and did a 180 degree turn and ran into the center guard rail. Cust thinks that either his front right side tire locked on him, or his back right brakes locked. Cust stts that the vehicle has 10K miles on it. Cust purchased the vehicle at Long Beach MINI. Cust stts that his insurance is covering cost of repairs but wanted to report this information to MINI USA. Cust contact# [REDACTED]

Activity Info

Activity #: 1-5VSD8W
Status: Done
Type: Corporate Interaction
Assigned To: Tony Moore
Created Dt: 02/03/2006 18:26:30
Created By: Tony Moore
Updated Dt: 02/03/2006 18:27:08
Updated By: Tony Moore
Description: TM sent an email to Carrie Macerone (notes)

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
02/03/2006 18:26:58	Tony Moore	Corporate Interaction	Hi Carrie, This customer called in with the following issue: [REDACTED] 2005 MINI Cooper S SR#: [REDACTED] Cust stts that he was driving at 65 mph on freeway and felt the vehicle pulling to the left, and then eventually he lost control of vehicle and did a 180 degree turn and ran into the center guard rail. Cust thinks that either his front right side tire locked on him, or his back right brakes locked. Cust stts that the vehicle has 10K miles on it. Cust purchased the vehicle at Long Beach MINI. Cust stts that his insurance is covering cost of repairs but wanted to report this information to MINI USA. Cust contact#: 310-951-1928 I will assign the SR to you, please let me know if you need any other information. Tony Moore BMW of North America, LLC Customer Relations Specialist P- 800,831,1117 F- 614,789,7432



Service Request Detail #:201214500259

Customer Info:

Name: [REDACTED]
Pref. Comm. Method:
Work #: -
Home #: -
Cell #: -
Street Address:
Apt/Suite:
City/State/Zip: Huntington Beach, CA

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper
Mileage:
Last Sale Date: 04/16/2005 00:00:00
In Service Date: 03/30/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201214500259
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 05/24/2012 11:02:59
Created By: Emily Gallagher
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer:
Date Closed: 09/10/2012 09:06:37

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Amica Mutual - Claim#60001206330 for thremal incident.

Solution Note:

Date	Created By	Solution
09/10/2012 09:06:28	Linda Vitale	Subrogation settlement with Amica Ins. with a signed gen. release.
09/10/2012 09:04:45	Linda Vitale	Subrogation settlement with Amica Ins. with a signed gen. release.

Activity Info

Activity #: 1-2318366180
Status: Done
Type: Email - Inbound
Assigned To: Emily Gallagher
Created Dt: 05/22/2012 13:08:12
Created By: Siebel Administrator
Updated Dt: 05/24/2012 11:03:45
Updated By: Emily Gallagher
Description: Comments about our cars

Email Body:

First name: [REDACTED] name: [REDACTED]
 [REDACTED] Vin: WMWRC33555T [REDACTED] Question / Comment: Our insured experienced a engine fire (2005 Mini Cooper) as a result of a defective steering pump. We need contact information for our subrogation efforts.

Activity Info

Activity #: 1-2321093562
Status: Done
Type: Email - Outbound
Assigned To: Emily Gallagher
Created Dt: 05/24/2012 11:03:03
Created By: Emily Gallagher
Updated Dt: 05/24/2012 11:03:57
Updated By: Siebel Administrator

Email Body:

Hi [REDACTED], Thanks for writing to MINI. I was sorry to read of the incident. Your situation has been forwarded to our executive offices. They will be back in touch with you within two business days. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Emily Gallagher MINI Customer Relations and Services Representative -----Original Message----- From [REDACTED] Sent: 5/24/2012 12:00:00 AM To: miniassist Subject: Comments about our cars First name: Amica Mutal Insurance Co Last name [REDACTED] Vin: WMWRC33555T [REDACTED] Question / Comment: Our insured experienced a engine fire (2005 Mini Cooper) as a

Description: Your MINI Correspondence [1-2318366180] result of a defective steering pump. We need contact information for our subrogation efforts.

Activity Info

Activity #: 1-12EJEU1 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Mary Jane Trainor
Created Dt: 05/25/2012 12:37:16
Created By: Mary Jane Trainor
Updated Dt: 05/25/2012 12:37:16
Updated By: Mary Jane Trainor
Description: Janet Ahern of Amica Mutual in regard to Claim# [REDACTED].

Activity Info

Activity #: 1-12EVR8I **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 05/25/2012 14:26:15
Created By: Linda Vitale
Updated Dt: 05/25/2012 14:31:02
Updated By: Linda Vitale
Description: Spoke to Janet and she will email all supporting documents for subrogation.

Activity Info

Activity #: 1-12U89VA **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 06/15/2012 09:58:55
Created By: Linda Vitale
Updated Dt: 06/15/2012 09:58:55
Updated By: Linda Vitale
Description: Called and l/m requesting supporting docs.

Activity Info

Activity #: 1-13825TA **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 07/02/2012 15:30:29
Created By: Linda Vitale
Updated Dt: 07/02/2012 15:36:03
Updated By: Linda Vitale
Description: Spoke to Michelle Walton & Jamie Sharkey in subrogation will get back to writer.

Activity Info

Activity #: 1-13LQX3D **Email Body:**
Status: Done

Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 07/20/2012 10:51:01
Created By: Linda Vitale
Updated Dt: 07/20/2012 10:51:01
Updated By: Linda Vitale
Description: Janet Ahern called and l/m 877-972-6422 X32321

Activity Info

Activity #: 1-130JPWI **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 07/24/2012 14:05:41
Created By: Linda Vitale
Updated Dt: 07/24/2012 14:05:41
Updated By: Linda Vitale
Description: Called Janet Ahern @ Amica 19 (877) 972-6422 X32321 & l/m with all contact information.

Activity Info

Activity #: 1-13PNJM3 **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 07/26/2012 09:12:38
Created By: Linda Vitale
Updated Dt: 07/26/2012 09:12:38
Updated By: Linda Vitale
Description: Rec'd subrogation pkg.

Activity Info

Activity #: 1-13PNJM5 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 07/26/2012 09:31:05
Created By: Linda Vitale
Updated Dt: 07/26/2012 09:32:03
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
07/26/2012 09:31:45	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, B2-US-A-50 Sent: Thursday, July 26, 2012 9:27 AM To: Yeldham Mark, EL-5-US-4 Subject: CR [REDACTED] Amica Subrogation Mark, Please see the attached. All is in DCTM. Thank you. Kind regards, Linda [REDACTED] BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-14GG4P8 **Email Body:**
Status: Done

Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 08/30/2012 11:49:09
Created By: Linda Vitale
Updated Dt: 08/30/2012 11:49:09
Updated By: Linda Vitale
Description: Called [REDACTED].

Activity Info

Activity #: 1-14GT7SL **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 08/30/2012 15:35:55
Created By: Linda Vitale
Updated Dt: 08/30/2012 15:35:55
Updated By: Linda Vitale
Description: [REDACTED]

Activity Info

Activity #: 1-14GT7SN **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 08/30/2012 15:36:51
Created By: Linda Vitale
Updated Dt: 08/30/2012 15:40:59
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
08/30/2012 15:37:11	Linda Vitale	Insurance Company Interaction	From: JAHERN@amica.com [mailto:JAHERN@amica.com] Sent: Thursday, August 30, 2012 12:41 PM To: Vitale Linda, B2-US-A-50 Subject: File No. [REDACTED] - Subrogation request - secured

Activity Info

Activity #: 1-14GT7SR **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 08/30/2012 15:40:59
Created By: Linda Vitale
Updated Dt: 08/30/2012 15:41:44
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
08/30/2012 15:41:17	Linda Vitale	Insurance Company Interaction	From: Vitale Linda, B2-US-A-50 Sent: Thursday, August 30, 2012 3:36 PM To: 'jahern@amica.com' Subject: CR [REDACTED] August 30, 2012 Ms. [REDACTED] [REDACTED] Date of Loss: 05/03/2012 Good afternoon [REDACTED], Please see the attached release. Please sign, notarize and return to me to process. Thank you. Kind regards, Linda -----

----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant
 Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201
 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-14OAS0T **Email Body:**
Status: Done
Type: Insurance Company Interaction
Assigned To: Linda Vitale
Created Dt: 09/10/2012 09:03:18
Created By: Linda Vitale
Updated Dt: 09/10/2012 09:04:05
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
09/10/2012 09:03:41	Linda Vitale	Insurance Company Interaction	From: JAHERN@amica.com [mailto:JAHERN@amica.com] Sent: Tuesday, September 04, 2012 10:38 AM To: Vitale Linda, B2-US-A-50 Subject: File No. 60001206330 - Signed General Release - secured

Activity Info

Activity #: 1-14OAS0Y **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 09/10/2012 09:04:05
Created By: Linda Vitale
Updated Dt: 09/10/2012 09:04:05
Updated By: Linda Vitale
Description: Closing memo.

Activity Info

Activity #: 1-14OAS11 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 09/10/2012 09:05:35
Created By: Linda Vitale
Updated Dt: 09/10/2012 09:05:35
Updated By: Linda Vitale
Description: Check request.



Service Request Detail #:200919401428

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Lynnwood, WA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 87944
Last Sale Date: 03/06/2003 00:00:00
In Service Date: 03/06/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200919401428
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 07/13/2009 17:31:13
Created By: Christa McGrew
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Northwest MINI 46038
Date Closed: 08/03/2009 10:46:39

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Customer upset that vehicle caught fire, 3rd party mech. says due to faulty power steering pump

Solution Note:

Date	Created By	Solution
08/03/2009 10:46:01	Scott Kuchta	SPI inspection not performed, as vehicle had been repaired prior to her contact with MINI USA. Cust agreed to accept goodwill offer, and signed a general release.

Activity Info

Activity #: 1-1123472081
Status: Done
Type: Email - Inbound
Assigned To: Christa McGrew
Created Dt: 07/13/2009 03:42:50
Created By: Siebel Administrator
Updated Dt: 07/13/2009 17:31:16
Updated By: Christa McGrew
Description: General customer service

Email Body:

First name [REDACTED] question/comment: I am the owner of a 2003 MINI Cooper, Sports/Winter Package, of which I have owned from 8,000 miles on. It currently has 88,000 miles and I have enjoyed my car very much for the past 6 years. I have taken care of this car diligently and responsibly, getting all scheduled maintenance and oil changes on schedule - all of which I have the mechanics paperwork on file as proof - and it has proved to be a reliable car that I brag to other people about often! However, on June 29th something devastating happened to the MINI of which I am compelled to inform you of. While driving the I noticed the battery light had come on, which I had never experienced before. I pulled over and turned the motor off, waited a minute, and re-started it in the hopes that the warning light was a glitch and would turn off. Unfortunately, what happened next is not something I want to ever experience again: the engine started smoking heavily and the distinct smell of burning was obvious. I opened the bonnet and within minutes noticed flames leaping out of from the billowing smoke from the engine, coming from below and near the fire wall. I had a water bottle that I tried using to extinguish the flames, but to no avail. I closed the bonnet in the hopes that would smother the flames, all the while in a state of panic and stress! I emptied the cabin of any personal belongings, fearing the car would completely burst into flames. Seeing my MINI Cooper on fire was very sad and scary, and I could only hope the fuel line was no where near the flames. I was successful in smothering the fire after

about 10 minutes, thank goodness, and no one was hurt. I obviously was not going to try and restart it, so I had it towed to my mechanic. It was then determined the fire was caused by a faulty electric power steering pump. The fire destroyed the harness, the oxygen sensor and the cooling fan. The bill came to \$1,685.31. I sincerely believe the MINI Cooper is a great car, and have actually convinced two friends to buy one for themselves recently! I stand behind the MINI's integrity, and have been considering my next purchase be another new MINI. However, having my car catch on FIRE was not only stressful, it was about as dangerous as it gets (in regards to non-driver related mishaps). I feel that MINI USA as a company should be aware of this problem for the safety of other MINI Cooper owners, and research be done to assure that the electric power steering pump in other models does not catch on fire. I also feel that since this was a faulty part, and in no way an error on my part, that some compensation is due me. It seems unreasonable for a car with only 88,000 miles to catch on fire! I have yet to contact Consumer Affairs or the Better Business Bureau for advice, I would prefer to communicate directly with MINI. I would like to remain a loyal and dedicated MINI Cooper owner, and I look forward to hearing from you in regards to this manner. Please, feel free to contact me via email, my below home address, or phone. I will be waiting for a reply soonest as I know MINI is committed to customer satisfaction! Sincerely, [REDACTED]
[REDACTED] WestLynnwood, WA [REDACTED]

Activity Info

Activity #: 1-IMQ9JF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Christa Mcgrew
Created Dt: 07/14/2009 14:20:51
Created By: Christa Mcgrew
Updated Dt: 07/14/2009 14:20:51
Updated By: Christa Mcgrew
Description: wtr called and LVM for customer at number requested. Request return call at earliest convenience

Activity Info

Activity #: 1-INWMFT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Christa Mcgrew
Created Dt: 07/15/2009 18:13:47
Created By: Christa Mcgrew
Updated Dt: 07/15/2009 18:13:47
Updated By: Christa Mcgrew
Description: Cci and LVM for wtr, requesting return call to [REDACTED]

Activity Info

Activity #: 1-INWMQF **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Christa Mcgrew
Created Dt: 07/15/2009 18:14:34
Created By: Christa Mcgrew
Updated Dt: 07/15/2009 18:14:34
Updated By: Christa Mcgrew
Description: wtr called and LVM for customer, requesting return call at earliest convenience

Activity Info

Activity #: 1-IO05E6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Christa Mcgrew
Created Dt: 07/16/2009 15:41:26
Created By: Christa Mcgrew
Updated Dt: 07/16/2009 15:44:58
Updated By: Christa Mcgrew
Description: Customer called in see notes for details.

Note Create Dt.	Note Created By	Note Type	Note
07/16/2009 15:43:03	Christa Mcgrew	Customer Interaction	Customer states that she was driving and the battery light came on in the vehicle, she pulled over and shut the vehicle off, got out to see what was going on, and smoke started coming out from under the hood. Customer states she then saw flames, shut the hood back up to smother out the flames. Customer states she had repairs done at K C Martin (3rd party center) and they found it was a faulty Power steering pump and steering harness. Customer is requesting reimbursement for the cost of repairs of \$1,685.31.

Activity Info

Activity #: 1-IQLG0F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/20/2009 14:51:25
Created By: Scott Kuchta
Updated Dt: 07/20/2009 14:52:39
Updated By: Scott Kuchta
Description: Left message with Ms. Pierce at 206-683-3937. see notes

Note Create Dt.	Note Created By	Note Type	Note
07/20/2009 14:52:21	Scott Kuchta	Customer Interaction	Writer left contact info and requested call back.

Activity Info

Activity #: 1-IQT2DJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/20/2009 16:07:30
Created By: Scott Kuchta
Updated Dt: 07/20/2009 16:07:30
Updated By: Scott Kuchta
Description: cust left message stating she can be reached at 206-683-3937

Activity Info

Activity #: 1-IQT2DL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/20/2009 16:09:00
Created By: Scott Kuchta
Updated Dt: 07/20/2009 16:15:05
Updated By: Scott Kuchta
Description: L/M with cust. see notes

Note Create Dt.	Note Created By	Note Type	Note
07/20/2009 16:13:10	Scott Kuchta	Customer Interaction	Writer advised I am returning her call.. writer requested repair invoice, pics of damaged parts (if available) and proof of ownership such as purchase contract or registration, as then I can review for reimbursement consideration.

Activity Info

Activity #: 1-IS6SE8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/22/2009 10:31:32
Created By: Scott Kuchta
Updated Dt: 07/22/2009 10:31:32
Updated By: Scott Kuchta
Description: cust left message stating she will fax repair invoice and proof of ownership; does not have pics. has had dealer service

Activity Info

Activity #: 1-IT0E2X **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/23/2009 09:30:13
Created By: Scott Kuchta
Updated Dt: 07/23/2009 09:30:13
Updated By: Scott Kuchta
Description: received repair invoice reflecting power steering pump work and title

Activity Info

Activity #: 1-ISYSLL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/23/2009 11:40:26
Created By: Scott Kuchta
Updated Dt: 07/23/2009 11:43:01
Updated By: Scott Kuchta
Description: left message with Lacey at 206-683-3937. Writer thanked cust for sending in the info, and requested cb to discuss possible help as we'd like to

Note Create Dt.	Note Created By	Note Type	Note
07/23/2009 11:41:12	Scott Kuchta	Customer Interaction	maintain her owner loyalty.

Activity Info

Activity #: 1-ITAQD8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/23/2009 16:20:15

Created By: Scott Kuchta
Updated Dt: 07/23/2009 16:29:13
Updated By: Scott Kuchta
Description: cci. see notes

Note Create Dt.	Note Created By	Note Type	Note
07/23/2009 16:20:59	Scott Kuchta	Customer Interaction	<p>Writer advised I've reviewed her concern; advised we didn't get the opportunity to evaluate the vehicle at the time of the power steering situation so therefore we can't be sure what exactly caused the fire. Writer advised perhaps something got caught in the power steering cooling fan and caused an overheat of the power steering pump. Cust states her mechanic told her that the power steering pump failed. Writer advised what we can do for her is, in hope of keeping her a long-term customer, we can offer a \$1,000 owner loyalty gesture when provided with proof of purchase or lease of a new or MINI NEXT from a MINI dealer within the next year. Cust states that is nice and asked if that offer could be extended because she just graduated college. Cust asked if it could be extended to 5 years. Writer advised we can extend it to 2 years from now. Cust states it's not her fault the power steering pump failed and caused a fire, thinks it's a bad design. Writer advised we didn't see the vehicle when it happened and advised that I see the car was repaired at her independent mechanic at 87k miles...writer advised parts can fail over time but again we did not verify what the cause was. Writer asked the cust if she felt there was a more reasonable offer we could present. Cust states she would like to be reimbursed for the repair. Writer advised what we can do is offer assistance on another MINI vehicle. C/s she will evaluate our offer and get back to me.</p>

Activity Info

Activity #: 1-ITY5UW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/24/2009 14:08:11
Created By: Scott Kuchta
Updated Dt: 07/24/2009 14:13:03
Updated By: Scott Kuchta
Description: cci. see notes

Note Create Dt.	Note Created By	Note Type	Note
07/24/2009 14:08:32	Scott Kuchta	Customer Interaction	<p>cust states she is not interested in our owner loyalty offer because she won't be in the market for a new MINI for a couple of more years. Cust states she thinks the power steering pump failure is a common MINI issue and she thinks even if we inspected the car we may not have determined cause of fire, and states maybe the fire destroyed the p/s cooling fan. Cust asked if we can offer some reimbursement for the repair because she does intend to hold onto this car. Writer advised the vehicle's warranty expired in March 2007. Writer advised we are not obligated to cover items after the warranty expiration. Cust asked if we can do something to help her. Writer offered 50% reimbursement of the \$1685.31 repair and the customer states she thinks that is fair, and will accept. Writer advised release needs to be signed. C/s please email to [REDACTED]</p>

Activity Info

Activity #: 1-IU661R **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 07/24/2009 14:28:31
Created By: Scott Kuchta
Updated Dt: 07/24/2009 14:29:53
Updated By: Scott Kuchta
Description: emailed release to customer

Note Create Dt.	Note Created By	Note Type	Note
			From: Kuchta Scott, V2-US-A-50 Sent: Friday, July 24, 2009 2:28 PM To: [REDACTED] t'

07/24/2009 14:29:44	Scott Kuchta	Customer Interaction	Subject: Your 2003 Cooper Hello Ms. [REDACTED], Thank you again for sharing your concerns with us. Upon receipt of the original fully executed release (please print the attachment), I will arrange to have a goodwill check issued to you. The release must be mailed to: BMW of North America, LLC Attn: Scott Kuchta P.O. Box 1227 Westwood, NJ 07675-1227 **Please make note of your current mailing address to ensure proper delivery via FedEx. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Activity Info

Activity #: 1-IZLIYH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 08/03/2009 10:45:11
Created By: Scott Kuchta
Updated Dt: 08/03/2009 10:45:11
Updated By: Scott Kuchta
Description: received executed release from the customer

Activity Info

Activity #: 1-IZLIYJ **Email Body:**
Status: Done
Type: General
Assigned To: Scott Kuchta
Created Dt: 08/03/2009 10:45:36
Created By: Scott Kuchta
Updated Dt: 08/03/2009 10:45:36
Updated By: Scott Kuchta
Description: sent check request to SPI coordinator, and closed file



Service Request Detail #:201327301459

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Meridian, ID [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 77000
Last Sale Date: 04/18/2003 00:00:00
In Service Date: 04/18/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201327301459
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 09/30/2013 18:33:48
Created By: Stephan Wisniowski
Rep Assigned: Betsy Hohmann
Assigned Dealer:
Identified Dealer:
Date Closed: 11/07/2013 12:44:53

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event Due to Power Steering Complaint

Solution Note:

Date	Created By	Solution
11/07/2013 12:44:20	Betsy Hohmann	BMW of Boise assisted customer with repairs under warranty.

Activity Info

Activity #: 1-1ETEABK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Stephan Wisniowski
Created Dt: 09/30/2013 18:34:22
Created By: Stephan Wisniowski
Updated Dt: 09/30/2013 18:35:47
Updated By: Stephan Wisniowski
Description: Thermal Event Due to Power Steering Complaint

Note Create Dt.	Note Created By	Note Type	Note
09/30/2013 18:35:12	Stephan Wisniowski	Customer Interaction	C/s that veh experienced at thermal event. C/s was told that it was due to power steering pump. C/s there is damage to a hose, the wiring harness and the starter. C/s veh is currently at 3rd party. C/s was quoted \$980 for parts without tax and \$478 additional for the repair. C/s there were no injuries and medical attention needed. C/s received warranty extension letter back in March for the power steering and associated cooling fan. C/s looking for assistance with the repair. Wtr adv cust will research request, adv f/u within 1-3 business days.

Activity Info

Activity #: 1-1ETKX9 **Email Body:**

Status: Done
Type: Escalate to Core
Assigned To: Stephan Wisniowski
Created Dt: 09/30/2013 19:02:26
Created By: Stephan Wisniowski
Updated Dt: 09/30/2013 19:02:52
Updated By: Stephan Wisniowski
Description: Email to MJT.>>

Note Create Dt.	Note Created By	Note Type	Note
09/30/2013 19:02:44	Stephan Wisniowski	Escalate to Core	<p>From: Wisniowski Stephan, (Stephen.Wisniowski@bmwfs.com) Sent: Monday, September 30, 2013 7:02 PM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: [REDACTED] - Proctor Hi [REDACTED] contacted us to advise that his vehicle experienced a thermal event in relation to the power steering. The customer stated that the vehicle is currently at a 3rd party facility awaiting repairs. He also stated that there were no injuries or need of medical attention. He is requesting assistance with the repairs. I have assigned the SR to you. Please let me know if you need anything else. Kind regards, Stephan ----- BMW of North America, LLC Stephan Wisniowski Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 789 7705 Fax: 614 789 1992 E-mail: stephen.wisniowski@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately.</p>

Activity Info

Activity #: 1-1EUAVT4 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 10/01/2013 13:15:07
Created By: Mary Jane Trainor
Updated Dt: 10/01/2013 13:15:07
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1EW2DT5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 14:53:15
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 14:53:15
Updated By: Betsy Hohmann
Description: LM VM for Ted on 208- 871-8586.

Activity Info

Activity #: 1-1EW2DWX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 15:37:32
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 15:47:21

Updated By: Betsy Hohmann
Description: RVM from Shelby, please call 802-871-8585.

Activity Info

Activity #: 1-1EW2DWZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 15:45:56
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 16:32:39
Updated By: Betsy Hohmann
Description: Spoke to Shelby, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/02/2013 16:23:28	Betsy Hohmann	Customer Interaction	Spoke to Shelby, C/S she was driving with her nephew and she went to the barn to see her horses. C/S she turned the engine off, but the keys were in the ignition. C/S a few minutes after she left, her nephew heard a strange sound and saw smoke coming out of the vents. C/S her nephew got out of the vehicle. C/S as she approached the vehicle, she saw smoke coming out from under the hood. C/S she helped her nephew get his dog out of the vehicle. C/S she opened the hood, she did not see any flames just smoke. C/S after the smoke cleared, she saw flames toward the back of the engine. C/S she poured water on it and the fire went out. C/S the vehicle is at an independent repair facility and the closest MINI dealer is Salt Lake City or Portland. I will discuss her logistic issue with my colleagues and get back to her.

Activity Info

Activity #: 1-1EW2E05 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 15:47:36
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 15:47:36
Updated By: Betsy Hohmann
Description: Spoke to Wes BMW AAM, he will contact dealer to see if they can assist.

Activity Info

Activity #: 1-1EW2E07 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 16:22:06
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 16:22:55
Updated By: Betsy Hohmann
Description: Wes CC Rafael, will assist, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/02/2013 16:22:48	Betsy Hohmann	Field Interaction	From: Berg Wesley, B2-US-V-3-S-39 Sent: Wednesday, October 02, 2013 4:07 PM To: Hohmann Betsy, B2-US-A-50 Cc: [REDACTED] Subject: MINI / Inspected at Peterson BMW of Boise Hi Betsy, I just spoke with Rafael, Service Manager at Peterson BMW. They would be happy to assist you with this customer. You can give him a call to discuss the details. [REDACTED]

cell rcuevas@petersoncars.com Rafael – thank you! BMW of North America, LLC Wesley Berg Aftersales Area Manager

Activity Info

Activity #: 1-1EW2E6S **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 16:34:55
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 16:38:24
Updated By: Betsy Hohmann
Description: Spoke to Rafael, he will take pics & report.

Activity Info

Activity #: 1-1EW2E6V **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 16:38:24
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 16:38:24
Updated By: Betsy Hohmann
Description: Rafael, info, see notes.

Activity Info

Activity #: 1-1EW2E6X **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/02/2013 16:39:34
Created By: Betsy Hohmann
Updated Dt: 10/02/2013 16:39:34
Updated By: Betsy Hohmann
Description: Spoke to Shelby, local BMW dealer is going to try & help. I gave her Rafael Service Mgr # to call & get the vehicle towed in.

Activity Info

Activity #: 1-1F1JQX9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/08/2013 15:43:51
Created By: Betsy Hohmann
Updated Dt: 10/08/2013 15:59:32
Updated By: Betsy Hohmann
Description: Rafael photos, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/08/2013 15:44:20	Betsy Hohmann	Dealer Interaction	From: [REDACTED] Sent: Monday, October 07, 2013 6:58 PM To: Hohmann Betsy, B2-US-A-50 Subject: RE: VIN# [REDACTED]; 2003 MINI Cooper [REDACTED] [REDACTED] Hello Betsy, We finally received the MINI for [REDACTED]. We did find it to have

extreme temperature damage. I have enclosed some pictures. Please let me know how else I can help you. [REDACTED] Peterson BMW of Boise

Activity Info

Activity #: 1-1F1JRE2 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/08/2013 15:59:32
Created By: Betsy Hohmann
Updated Dt: 10/08/2013 16:12:57
Updated By: Betsy Hohmann
Description: SPI, dealer photos, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/08/2013 16:00:18	Betsy Hohmann	Product Analysis Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Tuesday, October 08, 2013 3:59 PM To: DL-SPI_Assignment_PA Subject: CR [REDACTED] Thermal Event - Dealer photos Mark, Please evaluate the dealer supplied photos related to the customer complaint of p/steering pump thermal event. See Properties. Kind regards, Betsy --- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-1F2OUOM **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 11:47:36
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 11:49:37
Updated By: Betsy Hohmann
Description: Rafael, status, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/09/2013 11:49:09	Betsy Hohmann	Dealer Interaction	From: Rafael Cuevas [mailto:rcuevas@petersoncars.com] Sent: Monday, October 07, 2013 6:58 PM To: Hohmann Betsy, B2-US-A-50 Subject: RE: VIN# [REDACTED]; 2003 MINI Cooper [REDACTED] [REDACTED] Hello Betsy, We finally received the MINI for [REDACTED]. We did find it to have extreme temperature damage. I have enclosed some pictures. Please let me know how else I can help you. Rafael Cuevas Peterson BMW of Boise

Activity Info

Activity #: 1-1F2OUP T **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 11:48:02
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 11:54:46
Updated By: Betsy Hohmann
Description: Rafael, forwarded photos, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/09/2013 11:49:40	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Wednesday, October 09, 2013 11:47 AM To: 'Rafael Cuevas' Subject: VIN# TC44158; 2003 MINI Cooper [REDACTED], I have forwarded the photos to engineer to review. I will follow-up with you once they provide direction.

Regards, Betsy

Activity Info

Activity #: 1-1F2OUPZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 11:54:47
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 11:54:47
Updated By: Betsy Hohmann
Description: RVM from Shelby, please call
208-871-8585.

Activity Info

Activity #: 1-1F2OUQ2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 11:55:38
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 11:55:38
Updated By: Betsy Hohmann
Description: LM VM for Shelby re: rec'd
photos from dealer & forwarded,
will follow-up once a decision is
made.

Activity Info

Activity #: 1-1F2Z57X **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 15:41:39
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 15:41:39
Updated By: Betsy Hohmann
Description: Review w/Mark, will contact
dealer.

Activity Info

Activity #: 1-1F2Z57Z **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/09/2013 15:43:27
Created By: Betsy Hohmann
Updated Dt: 10/09/2013 15:43:27
Updated By: Betsy Hohmann
Description: LM VM for Rafael.

Activity Info

Activity #: 1-1F463LB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann

Created Dt: 10/10/2013 15:24:20
Created By: Betsy Hohmann
Updated Dt: 10/10/2013 15:34:03
Updated By: Betsy Hohmann
Description: Spoke to Rafael, OK to repair & provide rental, utilize TSE Lee as technical guide, I will call customer.

Activity Info

Activity #: 1-1F463LE **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/10/2013 15:26:30
Created By: Betsy Hohmann
Updated Dt: 10/10/2013 15:26:30
Updated By: Betsy Hohmann
Description: LM VM for Wes.

Activity Info

Activity #: 1-1F536LH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/11/2013 16:05:31
Created By: Betsy Hohmann
Updated Dt: 10/11/2013 16:05:31
Updated By: Betsy Hohmann
Description: Spoke to Shelby, BMW is going to try and help by repairing under MINI extended component coverage, please follow-up with him regarding the status.

Activity Info

Activity #: 1-1FD1A00 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/21/2013 14:34:34
Created By: Betsy Hohmann
Updated Dt: 10/21/2013 14:38:44
Updated By: Betsy Hohmann
Description: Rafael, status, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/21/2013 14:34:55	Betsy Hohmann	Dealer Interaction	From: Hohmann Betsy, B2-US-A-50 Sent: Monday, October 21, 2013 2:34 PM To: 'Rafael Cuevas' Subject: VIN# [REDACTED]; 2003 MINI Cooper [REDACTED] - Repair status Rafael, Can you please provide an update on this repair? Kind regards, Betsy ----- BMW of North America, LLC Betsy Hohmann Special Product Investigation Consultant

Activity Info

Activity #: 1-1FDUMA5 **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/22/2013 08:35:42
Created By: Betsy Hohmann
Updated Dt: 10/22/2013 08:36:42
Updated By: Betsy Hohmann
Description: Rafael, no parts, see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/22/2013 08:36:18	Betsy Hohmann	Dealer Interaction	From: rcuevas@petersonmotors.com [mailto:rcuevas@petersoncars.com] Sent: Monday, October 21, 2013 10:46 PM To: Hohmann Betsy, B2-US-A-50 Subject: Re: VIN# T[REDACTED]; 2003 MINI Cooper [REDACTED] - Repair status I have not seen any information on parts being shipped to me, or repair instructions from Mini technical. I will look through all my junk mail filters an let you know. Rafael C

Activity Info

Activity #: 1-1FK2LQA **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/28/2013 13:33:14
Created By: Betsy Hohmann
Updated Dt: 10/28/2013 13:33:14
Updated By: Betsy Hohmann
Description: Spoke to Rafael, needs help get parts & tech data. I recommended he contact his TSE Jared Lee, I will reach out to Wes Berg.

Activity Info

Activity #: 1-1FKDU95 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Betsy Hohmann
Created Dt: 10/28/2013 13:37:59
Created By: Betsy Hohmann
Updated Dt: 10/28/2013 13:37:59
Updated By: Betsy Hohmann
Description: Spoke to Wes, he will contact Rafael and introduce him to the Parts Mgr @ MINI of Murray to facilitate getting the parts.



Service Request Detail #:200533601147

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Boulder, CO [REDACTED]
Vehicle Info:
Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 04/01/2005 00:00:00
In Service Date: 02/28/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200533601147
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: eResponse
Current Status: Closed
Date Opened: 12/02/2005 12:49:59
Created By: Amanda Cordell
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Ralph Schomp MINI 05042
Date Closed: 12/05/2005 10:27:14

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV06	TECHNICAL ASSISTANCE / INFORMATION	1000	1000	ENGINE - GENERAL

Issue Note:

Issue

Comments about our cars

Solution Note:

Date	Created By	Solution
12/05/2005 10:26:58	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
12/02/2005 13:58:38	Amanda Cordell	see e-mail to the customer.

Activity Info

Activity #: 1-333472104
Status: Done
Type: Email - Inbound
Assigned To: Amanda Cordell
Created Dt: 12/01/2005 19:08:47
Created By: Siebel Administrator
Updated Dt: 12/02/2005 13:57:36
Updated By: Amanda Cordell
Description: Comments about our cars

Email Body:

First name: [REDACTED] question/comment: We have just experienced a fire in our Mini Cooper's engine. It is a 2003 Mini VIN # WMWRC33413[REDACTED]. The car is being towed to the dealer we purchased it from - Ralph Schomp in Denver. My husband and eleven year old daughter were driving home when this occurred. They are both shook up but, fine. Has this happened to other Mini's ? I don't know what actually caused the fire yet . We are quite concerned and felt Mini America would want to hear about such a problem. Thank you, [REDACTED]

Activity Info

Activity #: 1-333648689
Status: Done
Type: Email - Outbound
Assigned To: Amanda Cordell
Created Dt: 12/02/2005 13:54:31
Created By: Amanda Cordell
Updated Dt: 12/02/2005 13:57:47
Updated By: Siebel Administrator

Email Body:

Hi [REDACTED], Thanks for contacting MINI. I am sorry to hear about your MINI. Could you please forward me your phone number? I would like to have a representative be in touch with you about this concern. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. LET'S MOTOR. Amanda Cordell MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464) -----Original Message----- From: [REDACTED] Sent: 12/2/2005 12:00:00 AM To: mini.assistance@askminiusa.com Subject: Comments about our cars First name: [REDACTED] question/comment: We have just experienced a fire in our Mini Cooper's engine. It is a 2003 Mini VIN # WMWRC33413[REDACTED]. The car is being towed to the dealer

Description: RE: Comments about our cars [1-333472104]

we purchaesed it from - Ralph Schomp in Denver. My husband snd eleven yer old daughter were driving home when this occured. They are both shook up but, fine. Has this happened to other Mini's ? I don't know what actually caused the fire yet . We are quite conserned and felt Mini America would want to hear about such a problem. Thank you, Robbin

Activity Info

Activity #: 1-333472619

Status: Done

Type: Email - Inbound

Assigned To: Amanda Cordell

Created Dt: 12/02/2005 14:46:58

Created By: Siebel Administrator

Updated Dt: 12/05/2005 07:11:41

Updated By: Amanda Cordell

Description: Re: Comments about our cars [1-333472104]

Email Body:

Thank you for getting back to me so soon. My husband [REDACTED] is available @ [REDACTED]. We have not heard from the dealer yet Thanks again - we truly appreciate MINI's Customer Service. Have great day, [REDACTED]

Activity Info

Activity #: 1-333998332

Status: Done

Type: Email - Outbound

Assigned To: Amanda Cordell

Created Dt: 12/05/2005 07:08:55

Created By: Amanda Cordell

Updated Dt: 12/05/2005 07:11:50

Updated By: Siebel Administrator

Description: RE: Comments about our cars [1-333472104]

Email Body:

Hi [REDACTED], Thanks for the reply. I appreciate the information. You can expect a representative from our office to be in touch with you with in two business days. If there are further questions I can assist with, please feel free to drop me an e-mail. I will be happy to lend a hand. LET'S MOTOR. Amanda Cordell MINI Customer Relations and Services Representative 866.ASK.MINI (275-6464) -----Original Message----- From: [REDACTED] Sent: 12/5/2005 12:00:00 AM To: MINI.Assistance@askMINIUSA.COM Subject: Comments about our cars [1-333472104] Thank you for getting back to me so soon. My husband [REDACTED] is available @ [REDACTED]. We have not heard from the dealer yet Thanks again - we truly appreciate MINI's Customer Service. Have great day, [REDACTED]



Service Request Detail #:201027801608

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Renton, WA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 68000
Last Sale Date: 10/15/2002 00:00:00
In Service Date: 10/15/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201027801608
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/05/2010 19:27:18
Created By: Brent Saxe
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: NORTHWEST MINI 46038
Date Closed: 10/15/2010 13:36:33

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue
 Customer alleges issues with power steering.....

Solution Note:

Date	Created By	Solution
10/15/2010 13:36:03	Scott Kuchta	Closed without SPI inspection. Goodwill of power steering repairs, door mirror glass, and one wheel approved. Customer signed a general release.

Activity Info

Activity #: 1-R208X5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brent Saxe
Created Dt: 10/05/2010 19:28:15
Created By: Brent Saxe
Updated Dt: 10/05/2010 19:49:11
Updated By: Erin Jacobson
Description: cci w/ Power steering pump crashed into a pole and curb was out of control. cust spoke with Northwest MINI and she is waiting to hear what

Note Create Dt.	Note Created By	Note Type	Note
10/05/2010 19:28:59	Brent Saxe	Customer Interaction	MINI is going to do to compensate her

Activity Info

Activity #: 1-R1ZIIA **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Erin Jacobson
Created Dt: 10/05/2010 19:42:41
Created By: Erin Jacobson
Updated Dt: 10/05/2010 19:51:19
Updated By: Erin Jacobson
Description: Call bx from T1 B. Saxe to EJ.
 Cust sttd her power steering
 went out while she was driving
 around a sharp corner, which
 caused her to go up a curb>

Note Create Dt.	Note Created By	Note Type	Note
10/05/2010 19:45:43	Erin Jacobson	Customer Interaction	and hit a pole. Cust sttd her veh now has a small dent in the door, but stated no other damage or injuries. Cust sttd veh was smoking & smelled of burnt rubber. Wtr adv that issue would be documented & forwarded for further review & that someone from our offices will be in touch w/in 1-3 bs days. Cust sttd she will be at work tomorrow afternoon & can be reached @ [REDACTED] - [REDACTED], but any other time can be reached @ home [REDACTED]

Activity Info

Activity #: 1-R1ZIIIF **Email Body:**
Status: Done
Type: General
Assigned To: Erin Jacobson
Created Dt: 10/05/2010 19:49:28
Created By: Erin Jacobson
Updated Dt: 10/05/2010 19:50:35
Updated By: Erin Jacobson
Description: Please note: per BS's notes, it is indicated that cust's veh is at dlr & that she hit another veh. Cust sttd veh is not at dlr & that she hit a curb,>

Note Create Dt.	Note Created By	Note Type	Note
10/05/2010 19:50:14	Erin Jacobson	General	not another veh.

Activity Info

Activity #: 1-R1ZID7 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Erin Jacobson
Created Dt: 10/05/2010 20:12:45
Created By: Erin Jacobson
Updated Dt: 10/05/2010 20:22:39
Updated By: Erin Jacobson
Description: Wtr sent email to N. Arencibia-- see notes>>

Note Create Dt.	Note Created By	Note Type	Note
10/05/2010 20:13:21	Erin Jacobson	Corporate Interaction	From: Jacobson Erin, SF4-US-S-5 Sent: Tuesday, October 05, 2010 8:13 PM To: Arencibia Nellie, (T) Subject: [REDACTED] Hello Nellie, Ms. [REDACTED] stated that her power steering went out while she was driving, which caused her to go off the road, up a curb, and to hit a pole. She stated no other damages or injuries. She stated that she will be at work tomorrow afternoon & can be reached @ [REDACTED], but any other time can be reached @ home: [REDACTED]. Kind regards, Erin Jacobson Customer Relations and Services Customer Assistance Manager Phone Number (800) 831-1117 x7798 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-R38TJ7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Zach Little
Created Dt: 10/07/2010 14:34:14
Created By: Zach Little
Updated Dt: 10/07/2010 14:34:14
Updated By: Zach Little
Description: cci to speak w/ case manager.

Activity Info

Activity #: 1-R3XMYP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/08/2010 13:41:58
Created By: Jay Hanson
Updated Dt: 10/08/2010 13:41:58
Updated By: Jay Hanson
Description: Left message for customer at preferred number

Activity Info

Activity #: 1-R5075X **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/12/2010 10:54:33
Created By: Scott Kuchta
Updated Dt: 10/12/2010 11:18:04
Updated By: Scott Kuchta
Description: see notes.

Note Create Dt.	Note Created By	Note Type	Note
10/12/2010 10:54:44	Scott Kuchta	Customer Interaction	Customer ██████ left message on 10/11/10 stating she finally heard back from Jay Hanson and then when she called him, noticed his greeting indicates he is out until 10/14. Customer requests call back to ██████.

Activity Info

Activity #: 1-R507D5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/12/2010 11:35:33
Created By: Scott Kuchta
Updated Dt: 10/12/2010 11:48:17
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
			Spoke with ██████ states on day that NHTSA announced an investigation into MINI steering issues, her car had a power steering failure nearly causing a fire, near her home. States she was in Renton WA just around the corner from her home. States while

10/12/2010 11:35:43	Scott Kuchta	Customer Interaction	turning a corner the power steering failed and it caused her to drive up onto a curb and hit a fence. States she was not injured. States mirror on car is damaged. States she drove home afterward and smoke was coming from under hood. States her husband extinguished the smoke before a fire could start. States her husband unplugged the power steering pump for fear of fire. States car is still sitting at their home and she's been driving her truck. States NW MINI in Tacoma is her dealer (30 miles away) but they have not seen the car. C/s she has major work done at NW MINI and fluid services done at a local mechanic. Cust requests goodwill assistance.
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Activity Info

Activity #: 1-R507D9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/12/2010 11:58:51
Created By: Scott Kuchta
Updated Dt: 10/12/2010 12:03:07
Updated By: Scott Kuchta
Description: L/M with Northwest MINI svc mgr Steve King at 253-517-2600. Requested call back to arrange for towing

Note Create Dt.	Note Created By	Note Type	Note
10/12/2010 11:59:25	Scott Kuchta	Dealer Interaction	and diagnosis of customer complaint of failed power steering, causing loss of control and vehicle to drive up on curb and hit fence.

Activity Info

Activity #: 1-R507DD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/12/2010 12:43:45
Created By: Scott Kuchta
Updated Dt: 10/12/2010 12:45:17
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
10/12/2010 12:43:57	Scott Kuchta	Dealer Interaction	Steve King states car was in [REDACTED] name going back to 2007 when car was in for inspection 2 service; states car was most recently there in August 2010 for an A/c recharge and top off transmission fluid. States they will arrange for their private tow company to tow the car in and will let me know what they find with the vehicle.

Activity Info

Activity #: 1-R703A5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/13/2010 15:56:40
Created By: Scott Kuchta
Updated Dt: 10/13/2010 15:59:59
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
			Steve King states they have the car and have inspected. Odometer reads 68,984. Service mileage

10/13/2010 15:56:52	Scott Kuchta	Dealer Interaction	indicator reads -18,548. States they plugged the power steering pump in (customer unplugged) and wiring started to smoke. States car needs new power steering pump, wiring harness, engine wiring harness, cooling fan, right mirror cover, and other maintenance items like wiper blades, oil change, thrust rod bushings, wishbone, cowl covers (rotted out) states he will contact customer with the free multi-point inspection estimate. Writer advised I will offer goodwill of power steering items and mirror cover and advise Steve is writing up the other items.
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Activity Info

Activity #: 1-R74JGN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/13/2010 16:04:01
Created By: Scott Kuchta
Updated Dt: 10/13/2010 16:07:42
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
10/13/2010 16:04:11	Scott Kuchta	Customer Interaction	L/M with [REDACTED]. Advised I spoke with Steve King at NW MINI, who has performed inspection on the car. Advised we'd like to offer goodwill on certain items. Requested call back and her fax number. Advised of time difference.

Activity Info

Activity #: 1-R7PPTC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/14/2010 13:44:22
Created By: Scott Kuchta
Updated Dt: 10/14/2010 13:44:22
Updated By: Scott Kuchta
Description: cust left message on 10/13 stating please fax repair offer to her office, states thanks. States fax is 206-296-8198.

Activity Info

Activity #: 1-R7PQHK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/14/2010 13:51:08
Created By: Scott Kuchta
Updated Dt: 10/14/2010 13:51:49
Updated By: Scott Kuchta
Description: efaxed release and cover sheet to customer

Note Create Dt.	Note Created By	Note Type	Note
10/14/2010 13:51:43	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Thursday, October 14, 2010 1:41 PM To: '12062968198@faxmail.com' Subject:

Activity Info

Activity #: 1-R7PQHO **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Scott Kuchta
Created Dt: 10/14/2010 13:51:49
Created By: Scott Kuchta
Updated Dt: 10/14/2010 13:53:13
Updated By: Scott Kuchta
Description: sw Steve King; emailed release to him. Steve states he will wait for signed release before proceeding with repairs

Note Create Dt.	Note Created By	Note Type	Note
10/14/2010 13:52:40	Scott Kuchta	Dealer Interaction	states he had to order a wiring loom for power steering pump and it should arrive on 10/19.

Activity Info

Activity #: 1-R82VFM **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/15/2010 13:26:25
Created By: Scott Kuchta
Updated Dt: 10/15/2010 13:27:37
Updated By: Scott Kuchta
Description: Steve King states right front wheel has curb damage but is not bent

Note Create Dt.	Note Created By	Note Type	Note
10/15/2010 13:26:50	Scott Kuchta	Dealer Interaction	writer advised please replace right front wheel also as goodwill in addition to power steering system and mirror glass. Steve states customer and customer husband have declined all other work the car needs, including oil service.

Activity Info

Activity #: 1-R8GR1A **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/15/2010 13:27:37
Created By: Scott Kuchta
Updated Dt: 10/15/2010 13:27:37
Updated By: Scott Kuchta
Description: received customer-signed release on 10/14 from Steve King.

Activity Info

Activity #: 1-R8GR1C **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/15/2010 13:28:13
Created By: Scott Kuchta
Updated Dt: 10/15/2010 13:34:55
Updated By: Scott Kuchta
Description: see notes

Note Create	Note Created	Note Type	Note
-------------	--------------	-----------	------

Dt.	By		
10/15/2010 13:28:26	Scott Kuchta	Dealer Interaction	Writer advised custome [REDACTED] claims the right front wheel is damaged from car hitting curb due to loss of power steering. Discussed this with Steve. Writer agreed that NA will cover wheel replacement, 15" wheel may be around \$100. Writer advised I will send repair authorization.

Activity Info

Activity #: 1-R8GR1G **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 10/15/2010 13:34:55
Created By: Scott Kuchta
Updated Dt: 10/15/2010 13:36:02
Updated By: Scott Kuchta
Description: sent repair auth to svc mgr Steve King

Note Create Dt.	Note Created By	Note Type	Note
10/15/2010 13:35:49	Scott Kuchta	Dealer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Friday, October 15, 2010 1:24 PM To: 'Steve King' Subject: RE: signed general release Hi Steve, You have the signed release. Please see the attached repair authorization. Send the warranty copy of RO with the filled in cover sheet and towing bill. Thanks Regards, Scott Kuchta Special Product Investigation Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 From: Steve King [mailto:steve.king@northwestmini.com] Sent: Thursday, October 14, 2010 5:58 PM To: Kuchta Scott, V2-US-A-50 Subject: RE: signed general release Scott Just spoke to both Susan and her husband some how she feels this vehicle is still under complete warranty, all the repairs that where suggested she would reply is this covered and if it cost I do not wish to do it and no she did not say thanks, also the wheel is not bent the only damage would be curb damage not recent. Thank you again I will keep you updated Steve



Service Request Detail #:200512200453

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Arlington, TX [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S Convertible
Mileage: 26
Last Sale Date: 04/21/2005 00:00:00
In Service Date: 03/31/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200512200453
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 05/02/2005 12:49:48
Created By: Greg Hand
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Moritz MINI 36460
Date Closed: 05/02/2005 14:04:26

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	3500	3541	ACCELERATOR PEDAL & LINKAGES

Issue Note:

Issue
 Vehicle accelerated unexpectedly, caused accident

Solution Note:

Date	Created By	Solution
05/02/2005 14:04:11	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-4BODPR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Greg Hand
Created Dt: 05/02/2005 12:50:17
Created By: Greg Hand
Updated Dt: 05/02/2005 12:52:19
Updated By: Greg Hand
Description: Vehicle accelerated unexpectedly, caused accident

Note Create Dt.	Note Created By	Note Type	Note
05/02/2005 12:50:30	Greg Hand	Customer Interaction	Insurance Rep called. Miguel Olguin (972) 744-1374. He said the customer does not speak English, so we should work through him. The car only had 26 miles on it when the customer said the throttle went to maximum and caused him to get into an accident. This occurred on 4/22/2005. The car is at Moritz Body Shop, contact is Brian at (817) 436-5843.

Activity Info

Activity #: 1-4BODQQ **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Greg Hand
Created Dt: 05/02/2005 12:53:18
Created By: Greg Hand
Updated Dt: 05/02/2005 12:53:18
Updated By: Greg Hand
Description: Emailed Carrie Macerone to advise of this SPI.



Service Request Detail #:201135700623
Customer Info:

Name:
Pref. Comm. Method:
Work #:
Home #:
Cell #:
Street Address:
Apt/Suite:
City/State/Zip:


 Fountain Valley, CA 

Vehicle Info:

Chassis # (US):
Chassis # (Non-US):
Year:
Model:
Mileage:
Last Sale Date:
In Service Date:
Review Indicator:


 2003
 Cooper
 84000
 12/07/2002 00:00:00
 12/07/2002 00:00:00
 None

Service Request Info:

Service Request #:
Make:
Vehicle Category:
Source:
Type:
Current Status:
Date Opened:
Created By:
Rep Assigned:
Assigned Dealer:
Identified Dealer:
Date Closed:

201135700623
 MINI
 Automobile
 Phone
 SPI
 Closed
 12/23/2011 16:30:33
 Brooke Julian
 Jay Hanson
 Crevier MINI
 01/11/2012 10:07:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:
Issue

Power steering pump- fire

Solution Note:

Date	Created By	Solution
01/11/2012 10:06:39	Jay Hanson	Customer was provided goodwill reimbursement of repair expenses. Received signed general release.

Activity Info

Activity #: 1-ZBDWGK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brooke Julian
Created Dt: 12/23/2011 16:31:20
Created By: Brooke Julian
Updated Dt: 12/23/2011 16:39:08
Updated By: Brooke Julian
Description: Power steering pump- fire >>

Note Create Dt.	Note Created By	Note Type	Note
12/23/2011 16:31:25	Brooke Julian	Customer Interaction	Customer states came out of Wells Fargo today and got into vehicle, and somebody next to customer's vehicle advised of a fire under hood. Customer opened hood and states there was a fire, approximately the size of 2 lighter flames. Customer doused flames with bottle of water and vehicle began making a noise from the power steering pump like it was trying to spin, and keys were not in the ignition. Customer disconnected battery to discontinue noise. AAA came to tow vehicle and they started engine to back up and when engine started, vehicle had no power steering. Customer states the vehicle was towed to 3rd party- Lee's MINI & BMW Repair Shop. Customer states there were no injuries, just some slight smoke inhalation. Customer states aware that this is a known concern with MINIs and wants to know what MINIUSA is doing to remedy. Writer apologized for experience, adv will forward on for review by MINIUSA. Writer advised cooperation with ongoing NHTSA investigation. Writer advised offices closed on Monday 12/26, but will receive follow up in 1-3

business days.

Activity Info

Activity #: 1-ZBDWGO **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brooke Julian
Created Dt: 12/23/2011 16:39:08
Created By: Brooke Julian
Updated Dt: 12/23/2011 16:40:03
Updated By: Brooke Julian
Description: wtr emailed MJ >>

Note Create Dt.	Note Created By	Note Type	Note
12/23/2011 16:39:20	Brooke Julian	Corporate Interaction	From: Julian Brooke, SF2-US-S-5 Sent: Friday, December 23, 2011 4:39 PM To: Trainor Mary Jane, V2-US-A-50 Subject: [REDACTED] HI Mary Jane, This SR has been assigned to you for review. The customer states there was a small engine fire that began with the power steering pump in this 2003 MINI Cooper. He states there were no injuries, aside from smoke inhalation and that the vehicle has been towed to Lee's MINI & BMW Repair Center. Please let me know if you have any questions!

Activity Info

Activity #: 1-ZD76YQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 12/28/2011 13:36:57
Created By: Jay Hanson
Updated Dt: 12/28/2011 13:36:57
Updated By: Jay Hanson
Description: Left vm for customer at only number provided

Activity Info

Activity #: 1-ZD773Y **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 12/28/2011 14:30:46
Created By: Jay Hanson
Updated Dt: 12/28/2011 14:30:46
Updated By: Jay Hanson
Description: CCB - said vehicle was repaired at 3rd party shop. Customer will send repair orders for review.

Activity Info

Activity #: 1-ZGAJQ8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 01/03/2012 10:03:38
Created By: Jay Hanson
Updated Dt: 01/03/2012 10:03:38
Updated By: Jay Hanson

Description: Received repair orders

Activity Info

Activity #: 1-ZJLK6P **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 01/04/2012 13:46:44
Created By: Jay Hanson
Updated Dt: 01/04/2012 13:46:44
Updated By: Jay Hanson
Description: Left vm for Mark Yeldham re: repairs

Activity Info

Activity #: 1-ZMNC7A **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Jay Hanson
Created Dt: 01/09/2012 15:28:52
Created By: Jay Hanson
Updated Dt: 01/09/2012 15:28:52
Updated By: Jay Hanson
Description: Spoke with Mark Yeldham about the repairs on 1/6

Activity Info

Activity #: 1-ZMNC7C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 01/09/2012 15:29:13
Created By: Jay Hanson
Updated Dt: 01/09/2012 15:29:13
Updated By: Jay Hanson
Description: Left vm for customer

Activity Info

Activity #: 1-ZNL5YL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 01/10/2012 13:45:52
Created By: Jay Hanson
Updated Dt: 01/10/2012 13:45:52
Updated By: Jay Hanson
Description: Spoke with customer - advised repairs appear to be OK and offered reimbursement, OK to email release.

Activity Info

Activity #: 1-ZNL651 **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Jay Hanson
Created Dt: 01/10/2012 14:02:59
Created By: Jay Hanson
Updated Dt: 01/10/2012 14:03:26
Updated By: Jay Hanson
Description: Sent general release to customer

Note Create Dt.	Note Created By	Note Type	Note
01/10/2012 14:03:15	Jay Hanson	Customer Interaction	<p>From: Hanson Jay, V2-US-A-50 Sent: Tuesday, January 10, 2012 2:03 PM To: [REDACTED]</p> <p>Subject: From MINIUSA - Release for Your Review Mr. [REDACTED] As we discussed, please review, sign and return the attached release either by fax to (866) 796-3479 or to this email address as soon as you can. Upon receipt, I will submit a check request for your reimbursement of the repair expenses. When the check arrives in our office it will be sent to you via FedEx, so please let us know to what address it should go. Also, please have the original notarized and mailed back to me at your convenience. The address is: MINIUSA Attn: Jay Hanson PO BOX 1227 Westwood, NJ 07675 Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Jay L. Hanson Executive Customer Assistance Manager MINIUSA Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-ZOSWX9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 01/11/2012 09:51:19
Created By: Jay Hanson
Updated Dt: 01/11/2012 09:51:19
Updated By: Jay Hanson
Description: Received signed general release



Service Request Detail #:201014600993

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Philadelphia, PA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 85000
Last Sale Date: 01/30/2003 00:00:00
In Service Date: 01/30/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201014600993
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 05/26/2010 17:07:10
Created By: Jonathan Smith
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of the Main Line
Date Closed: 07/13/2010 17:08:15

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Vehicle Fire// cust poured washer fluid on smoking engine , which sparked flames>

Solution Note:

Date	Created By	Solution
07/13/2010 17:07:43	Jay Hanson	Customer reimbursed for repairs. Received signed general release.

Activity Info

Activity #: 1-OQIQ22 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 05/26/2010 17:09:46
Created By: Jonathan Smith
Updated Dt: 05/26/2010 17:30:36
Updated By: Jonathan Smith
Description: Vehicle Fire, customer seeking coverage of component failure>

Note Create Dt.	Note Created By	Note Type	Note
05/26/2010 17:09:59	Jonathan Smith	Customer Interaction	Customer states that his vehicle was damaged by fire caused in engine compartment. Cust stts power steering pump failure light came on while driving city streets, going 25 mph, vehicle was smoking, opened the hood, cust stts there was a "blanket of flames" around the engine compartment, but cust stts this fire had put itself out by the time the fire department came out, Insurance company covering the fire damage, but bulk of repair cost is power steering pump and components, insurance company stating that the part failure (pump) not covered under his policy, customer seeking assistance on repair.

Activity Info

Activity #: 1-OQJQ25 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 05/26/2010 17:20:15
Created By: Jonathan Smith
Updated Dt: 05/26/2010 17:27:28
Updated By: Jonathan Smith
Description: SM Ed sttd would reach out to AAM, and then notify writer if there any offer of assistance.

Activity Info

Activity #: 1-OQJQ51 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 05/26/2010 17:30:40
Created By: Jonathan Smith
Updated Dt: 05/26/2010 17:30:40
Updated By: Jonathan Smith
Description: SM Ed sttd car also has an oil leak, sttd he called AAM and will see if they can get assistance for customer.

Activity Info

Activity #: 1-OQS3D7 **Email Body:**
Status: Done
Type: General
Assigned To: DCS NET
Created Dt: 05/27/2010 09:34:47
Created By: DCS NET
Updated Dt: 07/13/2010 17:08:14
Updated By: Jay Hanson
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
05/27/2010 09:34:47	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 30583 on Thu May 27 09:34:43 EDT 2010

Activity Info

Activity #: 1-OUFN01 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/01/2010 15:37:34
Created By: Jonathan Smith
Updated Dt: 06/01/2010 15:37:34
Updated By: Jonathan Smith
Description: SM Ed sttd is waiting for answer from AAM, has not heard back.

Activity Info

Activity #: 1-OUFN3M **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/01/2010 15:40:17
Created By: Jonathan Smith
Updated Dt: 06/01/2010 15:40:17
Updated By: Jonathan Smith
Description: Writer lvm for customer asking for cb.

Activity Info

Activity #: 1-OYEKG6 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/07/2010 16:45:50
Created By: Jonathan Smith
Updated Dt: 06/07/2010 16:53:27
Updated By: Jonathan Smith
Description: Writer lvm for SM Ed asking for cb.

Activity Info

Activity #: 1-OYEKG9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/07/2010 16:54:47
Created By: Jonathan Smith
Updated Dt: 06/07/2010 16:54:47
Updated By: Jonathan Smith
Description: Writer lvm for custoer asking for cb at (215) 279-9327. 2x

Activity Info

Activity #: 1-OZS7DP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/09/2010 15:05:38
Created By: Jonathan Smith
Updated Dt: 06/09/2010 15:07:10
Updated By: Jonathan Smith
Description: SM Ed stated he would look into this with RTE/AAM and see what can be done, if anything.

Activity Info

Activity #: 1-P1B5YI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/11/2010 14:32:44
Created By: Jonathan Smith
Updated Dt: 06/11/2010 14:37:41
Updated By: Jonathan Smith

Description: Cust lvm for writer asking for cb
at 610-494-3300 ex 7280

Activity Info

Activity #: 1-P1B5YK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/11/2010 14:33:46
Created By: Jonathan Smith
Updated Dt: 06/11/2010 14:36:42
Updated By: Jonathan Smith
Description: Writer s/w customer, cust states
that the dlr got rid of the old
parts, has not heard an answer
on asst from dlr.

Activity Info

Activity #: 1-P4JG0X **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/17/2010 09:29:46
Created By: Jonathan Smith
Updated Dt: 06/17/2010 09:29:46
Updated By: Jonathan Smith
Description: Writer lvm for SM Ed asking for
cb.

Activity Info

Activity #: 1-P4JG0Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/17/2010 09:32:55
Created By: Jonathan Smith
Updated Dt: 06/17/2010 09:32:55
Updated By: Jonathan Smith
Description: Writer lvm for customer at 610-
494-3300 ex 7280

Activity Info

Activity #: 1-P5GGKR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Eric Fronckel
Created Dt: 06/18/2010 13:43:37
Created By: Eric Fronckel
Updated Dt: 06/18/2010 13:43:37
Updated By: Eric Fronckel
Description: Cci for J.Smith, wrtr xfr'd

Activity Info

Activity #: 1-P5FPOM **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/18/2010 13:46:06
Created By: Jonathan Smith
Updated Dt: 06/18/2010 13:46:06
Updated By: Jonathan Smith
Description: cci asking for update, writer adv we are looking into update with SM Ed.

Activity Info

Activity #: 1-PA0ZHZ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jonathan Smith
Created Dt: 06/25/2010 11:07:00
Created By: Jonathan Smith
Updated Dt: 06/25/2010 11:25:54
Updated By: Jonathan Smith
Description: SM Ed sttd that the AAM offered no assistance, customer had previously declined repairs on oil leak>

Note Create Dt.	Note Created By	Note Type	Note
06/25/2010 11:12:14	Jonathan Smith	Dealer Interaction	The dealer states they believe the smoke the customer saw was due to a previously noted oil leak which the customer had been told about previously, but he declined to repair. SM Ed sttd that the customer pouring washer fluid on the hot smoking engine also contributed to the concerns. SM Ed sttd case was reviewed with AAM, who declined any further assistance on power steering pump failure.

Activity Info

Activity #: 1-PA5TGB **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jonathan Smith
Created Dt: 06/25/2010 11:25:30
Created By: Jonathan Smith
Updated Dt: 06/25/2010 11:25:30
Updated By: Jonathan Smith
Description: write remailed Nellie at CORE re possible escalation due to vehicle fire.

Activity Info

Activity #: 1-PB8HY8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/28/2010 14:19:02
Created By: Jay Hanson
Updated Dt: 06/28/2010 14:19:02
Updated By: Jay Hanson
Description: Spoke with Ed at MINI of the Main Line - said vehicle was repaired and returned. Customer

paid a bit over \$1,600. Will fax RO.

Activity Info

Activity #: 1-PCBCVC **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/29/2010 14:46:01
Created By: Jay Hanson
Updated Dt: 06/29/2010 14:46:01
Updated By: Jay Hanson
Description: Received copy of RO

Activity Info

Activity #: 1-PCBCVE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 06/29/2010 14:51:48
Created By: Jay Hanson
Updated Dt: 06/29/2010 14:51:48
Updated By: Jay Hanson
Description: Left vm for customer at preferred number

Activity Info

Activity #: 1-PGOMK0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/06/2010 11:58:18
Created By: Jay Hanson
Updated Dt: 07/06/2010 11:58:18
Updated By: Jay Hanson
Description: Left vm for customer at preferred number

Activity Info

Activity #: 1-PILC3C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/08/2010 14:46:44
Created By: Jay Hanson
Updated Dt: 07/08/2010 14:46:44
Updated By: Jay Hanson
Description: Spoke with customer. Asked for payment receipt. Said he can fax credit card transaction statement. Provided fax number.

Activity Info

Activity #: 1-PLC2WN **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/13/2010 14:37:15
Created By: Jay Hanson
Updated Dt: 07/13/2010 14:37:15
Updated By: Jay Hanson
Description: Received RO and credit card transaction

Activity Info

Activity #: 1-PLC2WP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/13/2010 14:37:57
Created By: Jay Hanson
Updated Dt: 07/13/2010 14:37:57
Updated By: Jay Hanson
Description: Advised customer MINI can reimburse him the cost of the repair with signed general release. Customer provided email address.

Activity Info

Activity #: 1-PLC2WR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/13/2010 14:52:52
Created By: Jay Hanson
Updated Dt: 07/13/2010 14:53:30
Updated By: Jay Hanson
Description: Email to customer with general release for review and signature - see notes

Note Create Dt.	Note Created By	Note Type	Note
07/13/2010 14:53:20	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Tuesday, July 13, 2010 2:53 PM To: [REDACTED] Subject: From MINI USA Mr. Sachse: As we discussed, please review, sign and fax back the attached release either by fax to (866) 796-3479 or to this email address as soon as you can. Upon receipt, I will process a check request for the amount of the repair. Please be aware that it typically takes 3-4 weeks for the check to arrive in our department, at which time it will be mailed to you via FedEx. Also, please have the original document notarized and mailed back to me at your convenience. The address is: MINI USA Attn: Jay Hanson PO BOX 1227 Westwood, NJ 07675 Please contact me with any questions. Your patience and cooperation are greatly appreciated. Kind regards, Jay L. Hanson Special Product Investigation Consultant V2-US-A-50 Telephone (201) 263-8246 (800) 831-1117*8246 Fax (866) 796-3479 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-PLI4GB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 07/13/2010 16:40:33
Created By: Jay Hanson

Updated Dt: 07/13/2010 16:40:33
Updated By: Jay Hanson
Description: Received signed release



Service Request Detail #:201135500232

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Coral Gables, FL [REDACTED]

Vehicle Info:

Chassis # (US): TD [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage: 42272
Last Sale Date: 08/03/2002 00:00:00
In Service Date: 08/03/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201135500232
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 12/21/2011 11:04:24
Created By: Mary Jane Trainor
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Autogermana MINI
Date Closed: 01/03/2012 11:17:39

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

CIS-Thermal event, power steering locked up when shifting into reverse.

Solution Note:

Date	Created By	Solution
01/03/2012 11:16:49	Linda Vitale	File closed without an SPI inspection. Parts sent to PA. Goodwill power steering pump replacement with a signed release. LV

Activity Info

Activity #: 1-Z92UD4 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Mary Jane Trainor
Created Dt: 12/21/2011 11:06:48
Created By: Mary Jane Trainor
Updated Dt: 12/21/2011 11:10:01
Updated By: Mary Jane Trainor
Description: CIS-Thermal event, power steering locked up when shifting into reverse.

Activity Info

Activity #: 1-ZCZNPB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/27/2011 16:23:44
Created By: Linda Vitale

Updated Dt: 12/27/2011 16:26:19
Updated By: Linda Vitale
Description: Spoke to SA Ryan Mullings and he will email an estimate. Writer requested to hold parts that were replaced for further inspection.

Activity Info

Activity #: 1-ZCZNPD **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/27/2011 16:25:42
Created By: Linda Vitale
Updated Dt: 12/27/2011 16:26:25
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/27/2011 16:26:08	Linda Vitale	Dealer Interaction	From: Ryan Mullings [mailto:rmullings@bramanmiami.com] Sent: Tuesday, December 27, 2011 4:17 PM To: Vitale Linda, V2-US-A-50 Subject: FW: Power Steering Pump on Vin # [REDACTED] 42,262 Ryan Mullings Service Consultant Braman MINI of MIAMI 2060 N.E. 2nd Avenue Miami, Florida 33137-5012 Office (305)571-1225 Ext. 2218 Cell (305) 335-1076 E-fax (305) 397-2880 EMAIL rmullings@bramanmiami.com

Activity Info

Activity #: 1-ZD4FMO **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/28/2011 09:57:41
Created By: Linda Vitale
Updated Dt: 12/28/2011 10:13:25
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/28/2011 09:57:58	Linda Vitale	Dealer Interaction	From: Ryan Mullings [mailto:rmullings@bramanmiami.com] Sent: Tuesday, December 27, 2011 5:49 PM To: Vitale Linda, V2-US-A-50 Cc: Juan Gonzalez; Jorge Rouco Subject: CIS - [REDACTED] Linda Vitale, As per our conversation in regards to the above vehicle with Thermal Event. Attach is a copy of parts & labor estimate."preliminary" Parts: Power steering pump.(pn# 32-41-6-778-425) \$888.84, Wire harness (pn# 12-51-7-533-103) \$546.90, Plug connector (pn# 12-52-0-144-161) \$21.85, High pressure & return lines, clamps \$240.26, Battery (pn#61-21-7-591-081) \$217.49. Labor as per KSD. 5.8 plus WT for diagnosis and encoding vehicle after repairs. Parts total : \$1,915.34 "preliminary" Labor 5.8 x \$162.30 = \$941.34 plus work time. Total \$ 2,856.68 Keep us posted. Kind regards. Ryan Mullings Service Consultant Braman MINI of MIAMI 2060 N.E. 2nd Avenue Miami, Florida 33137-5012 Office (305)571-1225 Ext. 2218 Cell (305) 335-1076 E-fax (305) 397-2880

Activity Info

Activity #: 1-ZD4FQY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/28/2011 10:13:25
Created By: Linda Vitale

Updated Dt: 12/28/2011 10:13:25
Updated By: Linda Vitale
Description: Called Ryan Mullings and I/m.

Activity Info

Activity #: 1-ZDS0Y8 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/28/2011 13:49:33
Created By: Linda Vitale
Updated Dt: 12/28/2011 13:49:33
Updated By: Linda Vitale
Description: SA Ryan Mullings called and I/m that vehicle was brought in for noise on start up.

Activity Info

Activity #: 1-ZE4L13 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 12/28/2011 15:04:27
Created By: Linda Vitale
Updated Dt: 12/28/2011 15:04:57
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
12/28/2011 15:04:47	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-50 Sent: Wednesday, December 28, 2011 3:04 PM To: 'SPI_Assignment_PA@list.bmw.com' Subject: CR Saenz VIN T [REDACTED] No inspection needed. Braman MINI will send power steering parts for further inspection. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-ZE4L17 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 12/28/2011 15:04:57
Created By: Linda Vitale
Updated Dt: 12/28/2011 15:05:53
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
			From: Vitale Linda, V2-US-A-50 Sent: Wednesday, December 28, 2011 2:32 PM To: 'Ryan Mullings' Cc: Juan Gonzalez; Jorge Rouco Subject: RE: CIS - [REDACTED] Ryan, Please have the customer sign the general release attached in order to authorize goodwill for the repair through SPI. Please send me the signed notarized release and call me with any questions at 201-263-8213.. Please call Mary Jane Trainor at 201-263-8265 with any questions about how to submit all required paperwork below. INSTRUCTIONS: Below is list of documentation required in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. *1 - Completed "Repair Auth Fax Cover sheet" (attached)

12/28/2011 15:05:15	Linda Vitale	Dealer Interaction	<p>*2 - "Accounting Copy" of the Repair Order with the breakdown of charges @ warranty rates. *3 - Diagnostic printouts. *4 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. *5 - Copy of letter/memo/email with SPI reps authorization for the repairs. *** ! Please understand, unless you send all items listed above, the authorization will NOT be processed ! *** Fax above documents to: 866-814-0776. Once the authorization is processed, the center will see it the next day in DCSnet. Attached are instructions on how to retrieve the authorization in DCSnet. Once the center has retrieved the authorization from DCSnet, they process a claim just as they would a warranty claim, with the exception, they must input the authorization# in the respective box. In order to ensure a SPI claim is paid correctly, when you submit the claim to warranty, you need to make sure the DEFECT CODE SUFFIX (vendor code) is replaced with "NA", example (12345678NA). DO NOT use "SR, 00 or MP"..... For SPI goodwill claims, the suffix must always be "NA". (This office will only provide defect codes for "airbag" repairs and the center will see it in the "comment section" of the authorization.) All other repairs, use defect codes from current KSD list and replace suffix with "NA". (Sometimes the system will reject the claim due to the defect code used with NA suffix, will show as invalid, if this happens, center is to contact their respective BMW Warranty Claims Administrator, they will set the defect code with NA suffix in the system and once this is done the claim should go through). Hope you find this info helpful, should you have any questions, please feel free to contact me. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>
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Activity Info

Activity #: 1-ZI8CGS **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 01/03/2012 11:07:36
Created By: Linda Vitale
Updated Dt: 01/03/2012 11:07:36
Updated By: Linda Vitale
Description: Rec'd signed release.

Activity Info

Activity #: 1-ZI8CGU **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/03/2012 11:16:20
Created By: Linda Vitale
Updated Dt: 01/03/2012 11:16:20
Updated By: Linda Vitale
Description: Closing memo.



Service Request Detail #:201103200153

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Hendersonville, TN [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper Convertible
Mileage: 54000
Last Sale Date: 03/14/2005 00:00:00
In Service Date: 03/14/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201103200153
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 02/01/2011 10:18:28
Created By: Monika Sabherwal
Rep Assigned: Monika Sabherwal
Assigned Dealer: MINI of Nashville 21234
Identified Dealer: MINI of Nashville 21234
Date Closed: 02/01/2011 10:25:23

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
CO43	NHTSA Investigation	GQ00	GQ02	NHTSA Investigation - MINI Cooper Cooper S (2004 - 2005) Power Steering

Issue Note:

Issue

Power steering/ NHTSA Investigation

Solution Note:

Date	Created By	Solution
02/01/2011 10:25:18	Monika Sabherwal	Wtr stated outside of manf warr contact we are not able to provide assistance at this point. Wtr also stated currently there is no recall on his veh for power steering but will forward on the compliant.

Activity Info

Activity #: 1-T7QAMG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Monika Sabherwal
Created Dt: 02/01/2011 10:18:42
Created By: Monika Sabherwal
Updated Dt: 02/01/2011 10:25:18
Updated By: Monika Sabherwal
Description: Sup req* CU states car is currently in her possession and cu states her power steering froze and the pump started to smoke. CU states she will be >>>

Note Create Dt.	Note Created By	Note Type	Note
02/01/2011 10:22:40	Monika Sabherwal	Customer Interaction	taking the vehicle to independent shop for repair but saw the investigation NHTSA website. CU states she would like to report the issue if there is a recall on her car. Wtr stated outside of manf warr contact we are not able to provide assistance at this point. Wtr also stated currently there is no recall on his veh for power steering but will forward on the compliant.



Service Request Detail #:201109501281

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Lake Balboa, CA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage: 43900
Last Sale Date: 10/07/2002 00:00:00
In Service Date: 09/28/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201109501281
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 04/05/2011 18:49:13
Created By: Tony Mallery
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Bob Smith MINI 04637
Date Closed: 05/23/2011 16:48:24

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Engine Fire - Power Steering Fan Failed. c/s coolant fan failed, and resistance built up so much, wi

Solution Note:

Date	Created By	Solution
05/23/2011 16:47:11	Linda Vitale	SPI Vehicle Inspection done on 4/15/11. Goodwill replacement of power steering pump with signed general release.

Activity Info

Activity #: 1-UAA1X6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tony Mallery
Created Dt: 04/05/2011 18:50:16
Created By: Tony Mallery
Updated Dt: 04/05/2011 18:55:20
Updated By: Tony Mallery
Description: Engine Fire - Power Steering Fan Failed. c/s coolant fan failed, and resistance built up so much, wiring harness melted the wire casing.

Note Create Dt.	Note Created By	Note Type	Note
04/05/2011 18:50:54	Tony Mallery	Customer Interaction	Engine Fire - Power Steering Fan Failed. c/s coolant fan failed, and resistance built up so much, wiring harness caught fire, and melted the wire casing. c/s that bmw/mini center told customer they have seen this problem before. wrtr advsd cust that this info would be reviewed and follow up will be provided in 1-3 b.d.

Activity Info

Activity #: 1-UAA1XC **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Tony Mallery
Created Dt: 04/05/2011 18:59:24
Created By: Tony Mallery
Updated Dt: 04/05/2011 19:00:04
Updated By: Tony Mallery
Description: TM emailed NA, see notes

Note Create Dt.	Note Created By	Note Type	Note
04/05/2011 18:59:40	Tony Mallery	Corporate Interaction	From: Mallery Tony, SF2-US-S-5 Sent: Tuesday, April 05, 2011 6:59 PM To: Arencibia Nellie, V2-US-A-54 Subject: SR [REDACTED] - Power Steering Fan Failed - Caused Electrical Fire Nellie, I assigned SR [REDACTED] to you. The customer states that his power steering fan failed, causing the wiring harness to catch fire. Kind regards, Tony Mallery Customer Relations and Services Customer Assistance Manager Telephone (614) 210- 8490 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-UB44F7 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 04/07/2011 08:08:11
Created By: Linda Vitale
Updated Dt: 04/07/2011 08:29:07
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/07/2011 08:09:12	Linda Vitale	Corporate Interaction	From: Hahn Lindsey, SF2-US-S-6 Sent: Wednesday, April 06, 2011 6:05 PM To: Aiisha Ewell; Neumann Sara, V2-US-V-3-M Cc: christina.langosh@bobsmithbmw.com; 'Natalie Nouskajian'; Vitale Linda, V2-US-A-54 Subject: RE: VIN [REDACTED], This case is coded as an SPI, which means at that point the details are not visible on our end. I've looped Linda in on the e-mail as the case has been assigned to her; she should be able to clarify. Thanks! Kind regards, Lindsey M. Hahn Customer Relations and Services Team Leader Telephone (614) 789-7326 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 -----Original Message----- From: Aiisha Ewell [mailto:aiisha.ewell@bobsmithbmw.com] Sent: Wednesday, April 06, 2011 5:55 PM To: Neumann Sara, V2-US-V-3-M; Hahn Lindsey, SF2-US-S-6 Cc: christina.langosh@bobsmithbmw.com; 'Natalie Nouskajian' Subject: FW: VIN [REDACTED], hi Lindsey, We have this MINI in (2002 MINI VIN [REDACTED] 44557 miles). Client had vehicle towed in for engine compartment fire. During diagnostics found power steering wiring installation that had melted which caused fire. Insurance company declined claim. Client states he called MINI customer relations and they state they are going to send someone out to inspect vehicle. This sounds like an SPI inspection to me and was wondering if they actually do that if the car doesn't have warranty? The car needs an engine harness power steering fan, harness, pump and hose. We're not asking for goodwill, but were wondering if it was accurate that CR is going to send out an inspector for this? Thanks, [REDACTED]

Activity Info

Activity #: 1-UB44FC **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 04/07/2011 08:46:18
Created By: Linda Vitale
Updated Dt: 04/07/2011 08:47:30

Updated By: Linda Vitale

Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/07/2011 08:46:35	Linda Vitale	Corporate Interaction	From: Vitale Linda, V2-US-A-54 Sent: Thursday, April 07, 2011 8:45 AM To: Hahn Lindsey, SF2-US-S-6; Aiiisha Ewell; Neumann Sara, V2-US-V-3-M Cc: christina.langosh@bobsmithbmw.com; 'Natalie Nouskajian' Subject: RE: VIN [REDACTED], Thank you to you and your team. I will contact the customer today. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-UB035Z

Email Body:

Status: Done

Type: Customer Interaction

Assigned To: Linda Vitale

Created Dt: 04/07/2011 11:33:34

Created By: Linda Vitale

Updated Dt: 04/07/2011 11:33:34

Updated By: Linda Vitale

Description: Called customer and l/m with contact information.

Activity Info

Activity #: 1-UBP5QX

Email Body:

Status: Done

Type: Customer Interaction

Assigned To: Linda Vitale

Created Dt: 04/07/2011 17:13:22

Created By: Linda Vitale

Updated Dt: 04/07/2011 17:44:20

Updated By: Linda Vitale

Description: Customer Interview- See note

Note Create Dt.	Note Created By	Note Type	Note
04/07/2011 17:15:43	Linda Vitale	Customer Interaction	Customer states that on March 30, 2011 at about 12:00 noon he and his 5 year old daughter drove a mile away to Home Depot and after he parked the vehicle he saw smoke coming from the driver's side vent. Customer states he popped the bonnet and saw flames coming from the engine toward the passenger compartment fire wall. The customer ran into Home Depot and got a fire extinguisher and tried to put out the fire and then an employee came out with a second fire extinguisher and they were able to put fire out. The customer stated that he popped the trunk and disconnected the battery. The customer stated that he had the cooling assembly installed by Bob Smith MINI over 6 months ago. The customer states that the vehicle was towed to Bob Smith MINI and the insurance adjuster for USAA determined that the power steering fan failed and caused the wiring harness to catch fire and will not pay claim. Customer requested an inspection of vehicle and questioned why there was not a recall. USAA Insurance adjuster Victoria 1-800-531-8722 X 74945.Clm# 010848711.LV

Activity Info

Activity #: 1-UBP5R1

Email Body:

Status: Done

Type: Product Analysis Interaction

Assigned To: Linda Vitale

Created Dt: 04/07/2011 17:44:20

Created By: Linda Vitale

Updated Dt: 04/07/2011 17:49:24

Updated By: Linda Vitale

Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/07/2011 17:44:36	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, V2-US-A-54 Sent: Thursday, April 07, 2011 5:44 PM To: Yeldham Mark, V2-US-A-6 Cc: Roughgarden Sophia, V2-US-A-6 Subject: SPI Favastio VIN TD56165 Request Inspection Mark Please inspect this vehicle for a complaint of fire. See properties. The vehicle is at : Bob Smith MINI 24500 Calabasas Rd. Calabasas, CA 91302 Contact: Service manager Christine 877-216-5721 Please advise date of inspection. Regards, Linda Vitale Special Product Investigation Consultant Telephone (201)263-8213 (800)831-1117 *8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-UBP628 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/07/2011 17:45:39
Created By: Linda Vitale
Updated Dt: 04/07/2011 17:49:28
Updated By: Linda Vitale
Description: Called SM Aiesha Yule and I/m

Activity Info

Activity #: 1-UBP62C **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/07/2011 17:49:28
Created By: Linda Vitale
Updated Dt: 04/07/2011 17:49:28
Updated By: Linda Vitale
Description: Called Christina Langush and I/m to provide customer with rental vehicle \$40.00 a day

Activity Info

Activity #: 1-UBP62G **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/07/2011 17:57:48
Created By: Linda Vitale
Updated Dt: 04/07/2011 17:57:48
Updated By: Linda Vitale
Description: Christina from MINI called and I/m requesting when engineer will be out to inspect. Christine will arrange rental veh.for customer.

Activity Info

Activity #: 1-UC8155 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale

Created Dt: 04/08/2011 08:30:06
Created By: Linda Vitale
Updated Dt: 04/08/2011 08:30:38
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/08/2011 08:30:22	Linda Vitale	Dealer Interaction	From: Aiisha Ewell [mailto:aiisha.ewell@bobsmithbmw.com] Sent: Thursday, April 07, 2011 6:09 PM To: Vitale Linda, V2-US-A-54 Cc: natalie.nouskajian@bobsmithbmw.com Subject: RE: VIN [REDACTED] Hello Linda, I received your voicemail message asking we assist this client with a rental while this 2-3 week SPI inspection process takes place. I am familiar with SPI inspections, however, your message was unclear as to who will be paying for the rental. Since the client will be in it for several weeks, I want to make sure all parties are on the same page. Are you perhaps meaning you will be reimbursing the client for the cost of the rental?

Activity Info

Activity #: 1-UC815A **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 04/08/2011 08:30:38
Created By: Linda Vitale
Updated Dt: 04/08/2011 08:32:54
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/08/2011 08:30:52	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-54 Sent: Friday, April 08, 2011 8:28 AM To: 'Aiisha Ewell' Subject: RE: VIN [REDACTED] Good morning Aiisha, You can submit an RO for the rental vehicle. See attachment. Please see instructions below and call me with any questions. Instructions on submitting SPI Auth claims: Below is list of documentation needed in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. 1 - Completed "Repair Auth Fax Cover sheet" 2 - "Warranty Copy" of the Repair Order with the breakdown of charges. 3 - If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. 4 - Copy of letter/memo/email with SPI reps authorization for the repairs. Fax above documents to: 866-814-0776. Please note there will not be any storage charges to the customer for leaving his vehicle at the center until the inspection. I will be the point of contact with the customer. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-UCJAL9 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 04/08/2011 16:51:58
Created By: Linda Vitale
Updated Dt: 04/08/2011 16:52:40
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
04/08/2011	Linda	Product Analysis	From: Roughgarden Sophia, V2-US-A-6 Sent: Friday, April 08, 2011 4:51 PM To: Cram Ryan, V2-US-A-25 Cc: Vitale Linda, V2-US-A-54; Yeldham Mark, V2-US-A-6 Subject: RE: SPI

16:52:15	Vitale	Interaction	Favastio VIN [REDACTED] Request Inspection Hi Ryan, The above referenced SPI has been assigned to you in Documentum. Thank you, Sophia 201.571.5078
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Activity Info

Activity #: 1-UF8FYC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/14/2011 09:07:08
Created By: Linda Vitale
Updated Dt: 04/14/2011 09:07:08
Updated By: Linda Vitale
Description: Customer called & l/m looking for an update on vehicle inspection.

Activity Info

Activity #: 1-UF8FYE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/14/2011 09:08:14
Created By: Linda Vitale
Updated Dt: 04/14/2011 09:08:14
Updated By: Linda Vitale
Description: Called customer back & l/m that vehicle will be inspected on 4/15/11.

Activity Info

Activity #: 1-UIHARP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/19/2011 16:35:30
Created By: Linda Vitale
Updated Dt: 04/19/2011 16:48:08
Updated By: Linda Vitale
Description: Spoke to customer and he and his wife do not want to get back into this vehicle.USAA Ins.Comp.Policy will not offer to pay.

Activity Info

Activity #: 1-UOT59K **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 04/29/2011 14:07:55
Created By: Linda Vitale
Updated Dt: 04/29/2011 14:07:55
Updated By: Linda Vitale
Description: Called Sarah Newman C.310-775-1870 and l/m.

Activity Info

Activity #: 1-UOT59M **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 04/29/2011 14:13:41
Created By: Linda Vitale
Updated Dt: 04/29/2011 14:13:41
Updated By: Linda Vitale
Description: Spoke to customer and gave results of vehicle inspection. Customer is interested in getting into a new MINI. Owner loyalty \$1500.00 offered.

Activity Info

Activity #: 1-UQEJY **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/02/2011 15:38:21
Created By: Linda Vitale
Updated Dt: 05/02/2011 15:38:21
Updated By: Linda Vitale
Description: Called AMM Sarah Newman and l/m.

Activity Info

Activity #: 1-URHR9X **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/03/2011 17:09:46
Created By: Linda Vitale
Updated Dt: 05/03/2011 17:10:16
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/03/2011 17:10:03	Linda Vitale	Field Interaction	From: Vitale Linda, V2-US-A-54 Sent: Tuesday, May 03, 2011 5:09 PM To: Neumann Sara, V2-US-V-3-M Cc: Green Stephen, V2-US-A-50 Subject: SPI [REDACTED] Good afternoon Sara, Customer had a thermal event and is hoping to get into a new MINI at Bob Smith MINI. Please call me to discuss further. Thank you for your help. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-URJHBW **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/04/2011 09:01:53
Created By: Linda Vitale
Updated Dt: 05/04/2011 09:01:53
Updated By: Linda Vitale
Description: AMM Sara called and l/m to call

back at (310)-775-1870

Activity Info

Activity #: 1-USGZ39 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/04/2011 16:38:18
Created By: Linda Vitale
Updated Dt: 05/04/2011 16:38:18
Updated By: Linda Vitale
Description: Spoke to AMM Sara and she will contact the MINI center sell customer a new MINI \$250.00 above cost.

Activity Info

Activity #: 1-UT8XNL **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/06/2011 11:23:58
Created By: Linda Vitale
Updated Dt: 05/06/2011 11:35:39
Updated By: Linda Vitale
Description: Spoke to Sara and she will work with the center.

Activity Info

Activity #: 1-UT8XP0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/06/2011 12:14:00
Created By: Linda Vitale
Updated Dt: 05/06/2011 12:14:00
Updated By: Linda Vitale
Description: Spoke to customer and advised that MINI is going to work with him next week on his options for purchase of a new / CPO MINI.

Activity Info

Activity #: 1-UXDXBY **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/11/2011 16:33:58
Created By: Linda Vitale
Updated Dt: 05/11/2011 16:43:22
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
			From: Neumann Sara, V2-US-V-3-M Sent: Wednesday, May 11, 2011 3:43 PM To: Vitale Linda, V2-

05/11/2011 16:34:43	Linda Vitale	Field Interaction	US-A-54 Subject: RE: SPI [REDACTED] Hi Linda, Did you get my voicemail? The dealer thinks we should send this vehicle to auction rather than repair it. That would mean an approx \$5K goodwill check to the customer from us. The dealer would pay the remaining \$2,000 (approx) out of the value of the vehicle they get from auction. Without repairs it will only bring that much. It has a KBB of about \$6500 if it were running perfectly. It needs about \$4700 worth of repairs as is. Please let me know how you want me to proceed. I can set the customer up with someone in the dealer to talk to as soon as we decide how to handle their "trade in". Thanks [REDACTED]
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Activity Info

Activity #: 1-UXDXC2 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/11/2011 16:43:22
Created By: Linda Vitale
Updated Dt: 05/11/2011 16:44:40
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/11/2011 16:43:38	Linda Vitale	Field Interaction	From: Vitale Linda, V2-US-A-54 Sent: Wednesday, May 11, 2011 4:43 PM To: Neumann Sara, V2-US-V-3-M Subject: RE: SPI [REDACTED], The customer feels that private party value without the fire would have been closer to \$11,000.00 The customer would like to go over to the center today. Can you give me someone to work with them ? Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-UXDXGC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/11/2011 16:57:05
Created By: Linda Vitale
Updated Dt: 05/11/2011 16:57:05
Updated By: Linda Vitale
Description: Spoke to customer and advised to speak with GSM Matt Smith.

Activity Info

Activity #: 1-UYDW7F **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/12/2011 15:34:38
Created By: Linda Vitale
Updated Dt: 05/12/2011 15:34:38
Updated By: Linda Vitale
Description: Spoke to Christina and Caterine Smith will call writer back.

Activity Info

Activity #: 1-UYDW7H **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale

Created Dt: 05/12/2011 15:36:28
Created By: Linda Vitale
Updated Dt: 05/12/2011 15:36:28
Updated By: Linda Vitale
Description: AMM Sara Neuman called and
 l/m.

Activity Info

Activity #: 1-UYDW7J **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/12/2011 15:37:20
Created By: Linda Vitale
Updated Dt: 05/12/2011 15:50:29
Updated By: Linda Vitale
Description: Spoke to AMM Sara & she will get
 the estimate for the repairs.

Activity Info

Activity #: 1-UYDW7M **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/12/2011 15:50:29
Created By: Linda Vitale
Updated Dt: 05/12/2011 15:50:29
Updated By: Linda Vitale
Description: Spoke to customer and they
 would like vehicle repaired with
 an ext. warranty/or CPO'd vehicle
 at \$250. above cost.

Activity Info

Activity #: 1-UYDW7O **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/12/2011 16:22:34
Created By: Linda Vitale
Updated Dt: 05/12/2011 16:22:34
Updated By: Linda Vitale
Description: Spoke to Sara and she will
 contact MINI ctr. regarding a
 CPO

Activity Info

Activity #: 1-UZE765 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 14:23:19
Created By: Linda Vitale
Updated Dt: 05/13/2011 14:23:19
Updated By: Linda Vitale

Description: GSM Catherine Smith called and l/m.

Activity Info

Activity #: 1-UZE767 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 14:24:41
Created By: Linda Vitale
Updated Dt: 05/13/2011 14:41:03
Updated By: Linda Vitale
Description: Spoke to AMM Sara & will get back in touch after speaking to center.

Activity Info

Activity #: 1-UZE7F5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 14:39:23
Created By: Linda Vitale
Updated Dt: 05/13/2011 14:43:27
Updated By: Linda Vitale
Description: Called Catherine Smith and l/m

Activity Info

Activity #: 1-UZE7F9 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 14:43:27
Created By: Linda Vitale
Updated Dt: 05/13/2011 14:43:27
Updated By: Linda Vitale
Description: Called customer and l/m.

Activity Info

Activity #: 1-UZE7FB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 14:53:05
Created By: Linda Vitale
Updated Dt: 05/13/2011 14:53:05
Updated By: Linda Vitale
Description: Spoke to GSM Catherine and she will provide estimate

Activity Info

Activity #: 1-UZE7FD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale

Created Dt: 05/13/2011 15:04:28
Created By: Linda Vitale
Updated Dt: 05/13/2011 15:04:28
Updated By: Linda Vitale
Description: Customer called and l/m.

Activity Info

Activity #: 1-UZE7U5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/13/2011 15:12:07
Created By: Linda Vitale
Updated Dt: 05/13/2011 15:12:07
Updated By: Linda Vitale
Description: Spoke to customer and will contact customer on Monday regarding trade-in value.

Activity Info

Activity #: 1-V0QX40 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:16:28
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:16:28
Updated By: Linda Vitale
Description: Spoke to customer & they were in the Home Depot and requested a call back.

Activity Info

Activity #: 1-V0QX42 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:18:34
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:25:48
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/16/2011 16:20:10	Linda Vitale	Customer Interaction	From: Vitale Linda, V2-US-A-54 Sent: Monday, May 16, 2011 4:16 PM To: [REDACTED] Subject: CR [REDACTED] May 16, 2011 2002 MINI Cooper S/ TD56165 Good afternoon Mr. & Mrs. [REDACTED], Please see attached general release form as discussed. Please sign notarize and return to me so I may authorize the repairs at Bob Smith MINI. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-V0QX46 **Email Body:**
Status: Done

Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:25:48
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:25:48
Updated By: Linda Vitale
Description: Estimate of repair was faxed.

Activity Info

Activity #: 1-V0QX84 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:26:18
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:27:01
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/16/2011 16:26:37	Linda Vitale	Dealer Interaction	From: christina.langosh@bobsmithmini.com [mailto:christina.langosh@bobsmithmini.com] Sent: Monday, May 16, 2011 4:16 PM To: Vitale Linda, V2-US-A-54 Subject: RE: SPI [REDACTED] VIN [REDACTED] I just faxed you over the estimate including labor and part prices. I checked with my warranty clerk regarding the labor and she stated that the 8.7 hours could change once she reads the technicians story regarding diagnostic time and etc. Thank you, Christina Langosh Service Advisor Bob Smith MINI (818)444-3449 Christina.Langosh@BobSmithMINI.com

Activity Info

Activity #: 1-V0QX88 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:27:01
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:28:05
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/16/2011 16:27:37	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-54 Sent: Monday, May 16, 2011 4:26 PM To: 'christina.langosh@bobsmithmini.com' Subject: RE: SPI [REDACTED] Thank you, Christina. I'll get back to you after the customer signs the general release and I can authorize the repair. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866) 487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-V0QXBE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:51:48
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:51:48
Updated By: Linda Vitale

Description: Customer called and l/m.

Activity Info

Activity #: 1-V0QXDE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/16/2011 16:52:28
Created By: Linda Vitale
Updated Dt: 05/16/2011 16:52:28
Updated By: Linda Vitale
Description: Spoke to customer and she will speak to her husband and call back.

Activity Info

Activity #: 1-V0UUC5 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/17/2011 08:07:11
Created By: Linda Vitale
Updated Dt: 05/17/2011 08:08:02
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/17/2011 08:07:50	Linda Vitale	Dealer Interaction	From: christina.langosh@bobsmithmini.com [mailto:christina.langosh@bobsmithmini.com] Sent: Monday, May 16, 2011 5:48 PM To: Vitale Linda, V2-US-A-54 Cc: Aiisha Ewell Subject: RE: SPI [REDACTED] Hi Linda, The client is requesting a copy of the work to be completed on the vehicle. Is that something that I should provide them or something that he should obtain from yourself?

Activity Info

Activity #: 1-V0UUC9 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/17/2011 08:08:02
Created By: Linda Vitale
Updated Dt: 05/17/2011 08:08:51
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/17/2011 08:08:18	Linda Vitale	Dealer Interaction	From: Vitale Linda, V2-US-A-54 Sent: Monday, May 16, 2011 5:53 PM To: 'christina.langosh@bobsmithmini.com' Subject: RE: SPI [REDACTED] Christina, You can provide them with a copy of the estimate including parts and labor. Please give them the full price, not at our warranty rates in case they may want to put it through insurance. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-V4NS88 **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 13:54:45
Created By: Linda Vitale
Updated Dt: 05/23/2011 13:54:45
Updated By: Linda Vitale
Description: Customer called and l/m.

Activity Info

Activity #: 1-V4NS8A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 13:58:18
Created By: Linda Vitale
Updated Dt: 05/23/2011 13:58:18
Updated By: Linda Vitale
Description: Spoke to customer and signed release will be faxed today.

Activity Info

Activity #: 1-V4RIJQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 16:12:54
Created By: Linda Vitale
Updated Dt: 05/23/2011 16:20:05
Updated By: Linda Vitale
Description: Signed release emailed.

Note Create Dt.	Note Created By	Note Type	Note
05/23/2011 16:14:07	Linda Vitale	Customer Interaction	From: [REDACTED] Sent: Monday, May 23, 2011 4:10 PM To: Vitale Linda, V2-US-A-54 Subject: RE: CR Savastio VIN [REDACTED] Linda, Here is the signed and notarized release form. As per our conversation this morning, this release is for replacing "the electric power steering pump, associated wiring harness, and related materials and parts." If it so happens that these repairs do not actually fix the vehicle, we will move forward with any other repairs that are necessary. We appreciate your help with getting our car back into working order. Thank you, Amber Savastio

Activity Info

Activity #: 1-V4RING **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 16:20:05
Created By: Linda Vitale
Updated Dt: 05/23/2011 16:31:16
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
			From: Vitale Linda, V2-US-A-54 Sent: Monday, May 23, 2011 4:20 PM To: 'Amber Savastio'

05/23/2011 16:20:18	Linda Vitale	Customer Interaction	Subject: RE: CR [REDACTED] May 23, 2011 2002 MINI Cooper S/ TD56165 Good afternoon Mr. & Mrs [REDACTED] I have received your signed release and have forwarded the authorization to Bob Smith MINI so they may take care of the repairs on your vehicle. I am always available to help with any of your MINI vehicle needs. Thank you. Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227
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Activity Info

Activity #: 1-V4RINJ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 16:30:08
Created By: Linda Vitale
Updated Dt: 05/23/2011 16:33:17
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
05/23/2011 16:30:23	Linda Vitale	Dealer Interaction	<p>From: Vitale Linda, V2-US-A-54 Sent: Monday, May 23, 2011 4:30 PM To: 'aiisha.ewell@bobsmithbmw.com'; 'christina.langosh@bobsmithmini.com' Cc: Neumann Sara, V2-US-V-3-M Subject: CR [REDACTED] Aiisha, Please see attached and submit as below. Please call me with any questions at 201-263-8213. Instructions on submitting SPI Auth claims: Below is list of documentation needed in order to process a "SPI Authorization Request". Failure to submit the requested documents will only cause delays and your cooperation would be greatly appreciated. 1 – Completed "Repair Auth Fax Cover sheet" 2 – "Warranty Copy" of the Repair Order with the breakdown of charges. 3 – If applicable - Supporting documentation for any "sublet" charges, i.e. copy of rental bill/tow/body shop bill, etc. 4 – Copy of letter/memo/email with SPI reps authorization for the repairs. Fax above documents to: 866-814-0776.</p> <p>_____ Please send the Warranty copy of the RO that shows the breakdown of charges. The amount of the rental must show on the RO. Please do not send the work order, customer copy, service copy, accounting copy etc, it must be the 'WARRANTY COPY'. PLEASE NOTE: In order to ensure the SPI claim is paid correctly, please submit the claim to warranty, and make sure the DEFECT CODE SUFFIX is replaced by "NA" (65772280NA). Regards, Linda Vitale Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone (201) 263-8213 (800) 831-1117 ext. 8213 Fax (866)487-4042 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227</p>

Activity Info

Activity #: 1-V4RIRK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 16:33:17
Created By: Linda Vitale
Updated Dt: 05/23/2011 16:33:17
Updated By: Linda Vitale
Description: Called SM Aiisha and l/m.

Activity Info

Activity #: 1-V4RIRM **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 05/23/2011 16:40:02
Created By: Linda Vitale
Updated Dt: 05/23/2011 16:40:02
Updated By: Linda Vitale

Description: Closing memo.



Service Request Detail #:201103400463

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Beverly Hills, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 36635
Last Sale Date: 07/20/2004 00:00:00
In Service Date: 07/20/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201103400463
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 02/03/2011 12:29:38
Created By: Tina Gunn
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of Universal City
Date Closed: 02/22/2011 09:14:06

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
CO43	NHTSA Investigation	GQ00	GQ02	NHTSA Investigation - MINI Cooper Cooper S (2004 - 2005) Power Steering
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue
 Power steering failure

Solution Note:

Date	Created By	Solution
02/22/2011 09:13:09	Scott Kuchta	Closed without inspection. The customer needed her car back and paid for a power steering system repair at the nearest repair shop. Customer submitted repair invoice. Customer signed release for agreed goodwill.

Activity Info

Activity #: 1-T94XH7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tina Gunn
Created Dt: 02/03/2011 12:30:01
Created By: Tina Gunn
Updated Dt: 02/03/2011 12:32:09
Updated By: Tina Gunn
Description: Father ci stt there was a power steering failure while his daughter was operating the vehicle - see notes

Note Create Dt.	Note Created By	Note Type	Note
			Father ci stt when his daughter was driving the vehicle the power steering locked up and the vehicle hit a tree - some back pain, but minor - 32,000 miles - vehicle is at 3rd party dealer -

02/03/2011 12:30:47	Tina Gunn	Customer Interaction	seeking MINI assistance with repair cost – nearest MINI dlr is MINI of San Fran - stt his best number is [REDACTED] - wtr apologized to hear about vehicle failure - wtr advised wtr will send this info up for further review and he can expect a call back within 1-3 bds.
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Activity Info

Activity #: 1-T94XL9 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Tina Gunn
Created Dt: 02/03/2011 12:35:27
Created By: Tina Gunn
Updated Dt: 02/03/2011 16:06:00
Updated By: Tina Gunn
Description: wtr emailed Nellie - see notes

Note Create Dt.	Note Created By	Note Type	Note
02/03/2011 16:05:30	Tina Gunn	Corporate Interaction	From: Gunn Tina, SF4-US-S-5 Sent: Thursday, February 03, 2011 4:05 PM To: Arencibia Nellie, (T) Subject: [REDACTED] - Power Steering Failure Hi Nellie, Mr. [REDACTED] (Father) called in regarding his daughters 2004 MINI Cooper with 32,000 miles ([REDACTED]) had a major power steering failure. Mr. [REDACTED] states that while his daughter was operating the vehicle the power steering locked up and caused his daughter to run into a tree. Mr. [REDACTED] states his daughter sustained minor back pain. Mr. Savis advised the vehicle is currently with a 3rd party mechanic, no repairs have been completed at this time, the customer is seeking MINI involvement to inspect the vehicle and provide assistance to cover the repair cost. Mr. [REDACTED] is the best on point of contact and his contact number is 310.913.1633. Based on the background of the nature of the failure, can you advise if you would like to have Core handle the case or CR to handle? Kind regards, Customer Relations and Services Central and Southern Regional Escalations Manager

Activity Info

Activity #: 1-T9QV9P **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/04/2011 13:57:08
Created By: Scott Kuchta
Updated Dt: 02/04/2011 14:07:08
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/04/2011 13:57:31	Scott Kuchta	Customer Interaction	SK 2/4/11: Spoke with Mr. [REDACTED]. Mr. [REDACTED] states he owns the car and purchased it in 2006 from a private owner in Los Angeles, for his daughter. States his daughter, [REDACTED], was driving in or near Berkeley CA where she goes to college, on 2/1/11, when the power steering locked up and his daughter hit a tree with the vehicle. States his daughter has minor shoulder pain. States no medical attention was needed. Customer did not wish to answer if police were called or not. States they've had all service on car done at Nick Alexander MINI, but now that she moved up to Berkely, she's not familiar with any dealers up there and had the car towed to an independent mechanic. States he spoke with his daughter earlier today and she is going to have the car repaired at the independent mechanic, for about \$800. States they will save the old parts. States it's something to do with the power steering. States his daughter needs the car back and so she already gave them the approval to fix the car. States there is cosmetic damage on the car which their insurance company will cover. States he will fax repair invoice to writer for reimbursement consideration. States insurance will not cover mechanical repairs. Writer provided phone and fax numbers.

Activity Info

Activity #: 1-TCQE8L **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Scott Kuchta
Created Dt: 02/10/2011 16:31:07
Created By: Scott Kuchta
Updated Dt: 02/10/2011 16:31:07
Updated By: Scott Kuchta
Description: L/M with Mr. [REDACTED] asking if he can fax paperwork in on the MINI. Left phone and fax number, and date & time of call

Activity Info

Activity #: 1-TEATVH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/14/2011 11:47:25
Created By: Scott Kuchta
Updated Dt: 02/14/2011 11:49:19
Updated By: Scott Kuchta
Description: C/s his daughter flew in from LA to visit, and dropped off invoice to him and he will fax it to 866-604-4704.

Note Create Dt.	Note Created By	Note Type	Note
02/14/2011 11:48:33	Scott Kuchta	Customer Interaction	states his daughter has the old parts if we want to inspect them she is willing to air-freight them to us. Writer advised please fax invoice first and I will call back after reviewing.

Activity Info

Activity #: 1-TED2IR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/14/2011 12:21:06
Created By: Scott Kuchta
Updated Dt: 02/14/2011 12:53:17
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
02/14/2011 12:21:17	Scott Kuchta	Customer Interaction	Cust has provided invoice dated 2/8/11 from Bay Bridge Motors -- an independent repair shop. The invoice reflects total charge of \$800.86 for power steering pump and power steering cooling fan replacement.

Activity Info

Activity #: 1-TED2IW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/14/2011 13:22:26
Created By: Scott Kuchta
Updated Dt: 02/14/2011 13:23:02
Updated By: Scott Kuchta
Description: efaxed release to customer, for parts goodwill offer

Note Create Dt.	Note Created By	Note Type	Note
02/14/2011 13:22:54	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Monday, February 14, 2011 1:22 PM To: '13102751282@faxmail.com' Subject:

Activity Info

Activity #: 1-TH9105 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/18/2011 12:04:45
Created By: Scott Kuchta
Updated Dt: 02/18/2011 12:09:44
Updated By: Scott Kuchta
Description: Bob Savis called in; asks if I received signed release. Writer advised no and provided correct email address and fax number. C/s his daughter will

Note Create Dt.	Note Created By	Note Type	Note
02/18/2011 12:09:32	Scott Kuchta	Customer Interaction	send it

Activity Info

Activity #: 1-TIP2KR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/22/2011 09:06:49
Created By: Scott Kuchta
Updated Dt: 02/22/2011 09:07:26
Updated By: Scott Kuchta
Description: received signed release

Note Create Dt.	Note Created By	Note Type	Note
02/22/2011 09:07:14	Scott Kuchta	Customer Interaction	From [REDACTED] Sent: Friday, February 18, 2011 4:53 PM To: Kuchta Scott, V2-US-A-50 Subject: Re: From BMW Group Customer Relations My address is: [REDACTED] Berkeley, CA [REDACTED] Sent via BlackBerry from T-Mobile From: Date: Fri, 18 Feb 2011 22:17:00 +0100 To: [REDACTED] Subject: RE: From BMW Group Customer Relations Hello, I received the signed agreement. It will take about 2 weeks for you to have a check. What is your address, please? Scott From: Shaniqwa [REDACTED] Sent: Friday, February 18, 2011 3:37 PM To: Kuchta Scott, V2-US-A-50 Subject: Re: From BMW Group Customer Relations Hello Mr. Kutchta, Attached is the document you needed signed. Let me know if you need any additional information. Thank You, [REDACTED]

Activity Info

Activity #: 1-TIP2KW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 02/22/2011 09:07:38
Created By: Scott Kuchta
Updated Dt: 02/22/2011 09:11:27
Updated By: Scott Kuchta
Description: see notes

Note Create Dt.	Note Created By	Note Type	Note
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Service Request Detail #:200908200902

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Chicago, IL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper
Mileage: 35000
Last Sale Date: 06/10/2002 00:00:00
In Service Date: 06/10/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200908200902
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 03/23/2009 14:53:50
Created By: Dominic Daniels
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: Patrick MINI
Date Closed: 03/26/2009 15:53:25

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 cci and states her vehicle caught on fire

Solution Note:

Date	Created By	Solution
03/26/2009 15:52:51	Scott Kuchta	Closed file, as cust decided to have insurance company cover necessary repairs.

Activity Info

Activity #: 1-FW7VRV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Dominic Daniels
Created Dt: 03/23/2009 14:54:08
Created By: Dominic Daniels
Updated Dt: 03/23/2009 15:01:42
Updated By: Dominic Daniels
Description: cci and states her vehicle caught on fire

Note Create Dt.	Note Created By	Note Type	Note
03/23/2009 14:54:43	Dominic Daniels	Customer Interaction	cus states her vehicle caught on fire while sitting in the parking lot of a restaurant, states the ignition was not on and the vehicle just caught on fire without any notice, states she had vehicle towed to a 3rd party, states the 3rd party shop told her it was her power steering system that started the fire, cust asked if MINI will cover the damage that was done. Writer apologized to the customer and advised the customer the vehicle would need to be inspected before any assistance could be offered, writer advised cust unsure of how long it would take to have the vehicle inspected.

Activity Info

Activity #: 1-FW7URH
Status: Done
Type: Escalation Team
Assigned To: Adam Coriell
Created Dt: 03/23/2009 14:57:47
Created By: Adam Coriell
Updated Dt: 03/23/2009 15:10:34
Updated By: Adam Coriell
Description: cust needs to speak with a supervisor

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
03/23/2009 14:59:44	Adam Coriell	Escalation Team	customer states- she wants to know when the car will be looked at ect. writerr states- Once the spi team calls the customer they will be able to give more information ect. This should take about 2 working days

Activity Info

Activity #: 1-FW7VS1
Status: Done
Type: Escalate to Core
Assigned To: Dominic Daniels
Created Dt: 03/23/2009 15:13:42
Created By: Dominic Daniels
Updated Dt: 03/23/2009 15:13:42
Updated By: Dominic Daniels
Description: writer sent email to Charlene to notify her of SPI case

Email Body:**Activity Info**

Activity #: 1-FX0K1G
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/24/2009 12:03:06
Created By: Scott Kuchta
Updated Dt: 03/24/2009 12:05:02
Updated By: Scott Kuchta
Description: called [REDACTED] see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
03/24/2009 12:03:28	Scott Kuchta	Customer Interaction	recording came on stating "you've reached Deb, if this is an emergency dial zero and ask to be paged." Writer dialed zero and receptionist paged Deb, but she was not at her desk. Writer then left voicemail with customer. Writer apologized for what's happened; I see something to do with a fire. Requested call back to discuss what MINI USA can do to assist. Left direct number and hours. Writer advised we would like to inspect her vehicle at Patrick MINI, in its damaged condition.

Activity Info

Activity #: 1-FZXD7G
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 03/26/2009 15:45:44
Created By: Scott Kuchta

Email Body:

Updated Dt: 03/26/2009 15:52:23

Updated By: Scott Kuchta

Description: s/w Deb, using number I diales
on 3/24. see notes

Note Create Dt.	Note Created By	Note Type	Note
03/26/2009 15:46:31	Scott Kuchta	Customer Interaction	Cust states thanks for calling, but the rep she spoke with (Ohio) made it seem like it would take 2 weeks for a BMW decision to be made, and she called dealer, who wasn't very helpful. Cust states she decided to have her insurance company cover the repair, involving power steering pump, which caught fire. Cust states thankfully no one was hurt. Writer apologized for what happened and offered to have a BMW engineer inspect her car to see if we can help, advised it wouldn't take more than a few days. Cust states thanks for offering but insurance will handle it for her, and she wants her car back quickly. Cust states she read there was almost a recall on power steering pumps, but it got turned down.



Service Request Detail #:200724103942

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Denton, MD [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 03/03/2003 00:00:00
In Service Date: 03/03/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200724103942
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 08/29/2007 18:34:20
Created By: Kristen Dyer
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 09/04/2007 16:27:12

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	1100	1100	ENGINE - INTERNAL & EXTERNAL COMPONENTS

Issue Note:

Issue
 contact Carrie M: wiring harness caught on fire / independent shop fixed

Solution Note:

Date	Created By	Solution
09/04/2007 16:26:16	Carrie Mazanec	Closed. Please refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-A12LRX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Kristen Dyer
Created Dt: 08/29/2007 18:36:58
Created By: Kristen Dyer
Updated Dt: 08/31/2007 18:00:39
Updated By: Kristen Dyer
Description: wiring harness caught on fire /
 had fixed at independent shop /
 now feels it should be reviewed

Note Create Dt.	Note Created By	Note Type	Note
08/29/2007 18:39:05	Kristen Dyer	Customer Interaction	wants to know if she gets the part if we can have an engineer review this. writer will contact Carrie M tomorrow about inquiry. this customer wants this documented if this is a potential recall on her vehicle.

Activity Info

Activity #: 1-A1X0QH **Email Body:**
Status: Done
Type: Corporate Interaction

Assigned To: Kristen Dyer
Created Dt: 08/31/2007 18:00:11
Created By: Kristen Dyer
Updated Dt: 08/31/2007 18:00:38
Updated By: Kristen Dyer
Description: email to derek anton

Note Create Dt.	Note Created By	Note Type	Note
08/31/2007 18:00:26	Kristen Dyer	Corporate Interaction	Can you call me on this to tell me if you think we can do anything on this? I know you will most likely say contact dealer which I will, but wanted to run it by you. [REDACTED] wants to know if she gets the old part if we an have an engineer review this. She states it caught on fire and this is a safety issue that could have caused her harm. This customer wants this documented if this is a potential recall on her vehicle. Thanks, Kristen B Dyer BMW and MINI Customer Relations 5550 Britton Parkway Hilliard, Ohio 43026 Tel: (614) 718-6954 Toll free: (800) 831-1117 extension 6954 kristen.dyer@bmwfs.com

Activity Info

Activity #: 1-A2FEAZ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Kristen Dyer
Created Dt: 09/04/2007 10:28:40
Created By: Kristen Dyer
Updated Dt: 09/04/2007 16:26:48
Updated By: Carrie Mazanec
Description: email from derek

Note Create Dt.	Note Created By	Note Type	Note
09/04/2007 10:28:58	Kristen Dyer	Corporate Interaction	Kristen, You can send it over as an SPI if the customer is claiming that the vehicle caught fire for no reason. We can contact her to get details about what happened. Of course considering that she may have already repaired the vehicle there really isn't anything to inspect. Please assign it to Carrie's Siebel account and I will assign it as an SPI, thank you! Kindest Regards, Derek Anton Customer Relations and Services Consultant Telephone (201) 263-8215 Fax (866) 269-4028 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-A2FEB5 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Kristen Dyer
Created Dt: 09/04/2007 10:30:39
Created By: Kristen Dyer
Updated Dt: 09/04/2007 16:26:51
Updated By: Carrie Mazanec
Description: assigned to carrie spi que, sent derek email to review

Activity Info

Activity #: 1-A2HRGN **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Kristen Dyer
Created Dt: 09/04/2007 12:14:57
Created By: Kristen Dyer
Updated Dt: 09/04/2007 16:26:54

Updated By: Carrie Mazanec

Description: sent to derek and carrie for spi escalation

Note Create Dt.	Note Created By	Note Type	Note
09/04/2007 12:15:20	Kristen Dyer	Corporate Interaction	Ok, this is set up to in Carrie's SPI que. Unfortunately, I did not get the mileage. If needed I can contact the customer for this. I have included her info below. [REDACTED] wants to know if she gets the part if we an have an engineer review this. writer will contact carrie m tomorrow about inquiry. this customer wants this documented if this is a potential recall on her vehicle. She feels that her vehicle would have completely caught on fire because the wiring harness was found by an independet shop stated it had caught on fire. Thanks, Kristen B Dyer BMW and MINI Customer Relations 5550 Britton Parkway Hilliard, Ohio 43026 Tel: (614) 718-6954 Toll free: (800) 831-1117 extension 6954 kristen.dyer@bmwfs.com



Service Request Detail #:201114401058

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Merced, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage: 61000
Last Sale Date: 02/13/2005 00:00:00
In Service Date: 02/13/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201114401058
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 05/24/2011 17:32:43
Created By: Zach Little
Rep Assigned: Zach Little
Assigned Dealer: East Bay MINI
Identified Dealer: East Bay MINI
Date Closed: 06/02/2011 14:56:52

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV07	GOODWILL ASSISTANCE REQUEST	3200	3200	STEERING UNIT COMPONENTS
SV07	GOODWILL ASSISTANCE REQUEST	1200	1251	ENGINE ELECTRICAL - WIRING HARNESS

Issue Note:

Issue

goodwill asst request- power steering pump and wiring harness repair>>

Solution Note:

Date	Created By	Solution
06/02/2011 14:56:01	Zach Little	writ informed cust that AAM will provide 50% coverage of repair cost for the power steering pump and wiring harness repair. writ referred cust to SM Rich to accept the offer and approve repair.

Activity Info

Activity #: 1-V5KF3A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Zach Little
Created Dt: 05/24/2011 17:33:50
Created By: Zach Little
Updated Dt: 05/27/2011 18:31:25
Updated By: Zach Little
Description: goodwill asst request- power steering pump and wiring harness repair>>

Note Create Dt.	Note Created By	Note Type	Note
05/24/2011 17:34:26	Zach Little	Customer Interaction	61000 East Bay MINI ext warr just expired in feb cust was driving down the road and saw smoke coming from the hood Power steering pump overheated and burnt the engine wiring harness \$1835 repair cost estimate cust has not authorized repairs as of yet cust had veh towed to dealership cust is the org owner [REDACTED] cust contact number

Activity Info

Activity #: 1-V82CBL **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Zach Little
Created Dt: 05/27/2011 18:29:52
Created By: Zach Little
Updated Dt: 05/31/2011 13:25:14
Updated By: Zach Little
Description: writ left vm for SM Eric.

Activity Info

Activity #: 1-V9HIHI **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Zach Little
Created Dt: 05/31/2011 13:25:00
Created By: Zach Little
Updated Dt: 05/31/2011 13:25:57
Updated By: Zach Little
Description: writ spoke w/ SM Rich>>

Note Create Dt.	Note Created By	Note Type	Note
05/31/2011 13:25:17	Zach Little	Dealer Interaction	SM stated he was aware of this cust's issue SM stated he would submit request for asst to his AAM SM stated he would follow up w/ writ as soon as he hears back from AAM.

Activity Info

Activity #: 1-V9HIJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Zach Little
Created Dt: 05/31/2011 13:29:01
Created By: Zach Little
Updated Dt: 06/01/2011 19:05:00
Updated By: Zach Little
Description: writ informed cust that request has been sent to AAM for review.

Activity Info

Activity #: 1-VAU9ZR **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Zach Little
Created Dt: 06/01/2011 19:04:42
Created By: Zach Little
Updated Dt: 06/02/2011 14:55:58
Updated By: Zach Little
Description: SM Rich left vm for writ>>

Note Create Dt.	Note Created By	Note Type	Note
06/01/2011 19:05:13	Zach Little	Dealer Interaction	SM Rich stated AAM will offer 50% asst on cost of repairs for cust SM stated this is the final offer from AAM SM stated asst was offered due to a prior issue that the cust had w/ the power steering unit.

Activity Info

Activity #: 1-VBE4AG **Email Body:**

Status: Done
Type: Customer Interaction
Assigned To: Zach Little
Created Dt: 06/02/2011 14:55:42
Created By: Zach Little
Updated Dt: 06/02/2011 14:56:01
Updated By: Zach Little
Description: writ spoke w/ cust.



Service Request Detail #:201315000227

Customer Info:

Name: ██████████
 ██████████
 ██████████
 ██████████
 ██████████
Apt/Suite:
City/State/Zip: Hawthorne, CA ██████████

Vehicle Info:

Chassis # (US): T ██████████
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 03/24/2003 00:00:00
In Service Date: 03/24/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201315000227
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 05/30/2013 10:34:25
Created By: Channin Diggs
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: South Bay MINI
Date Closed: 07/05/2013 09:23:24

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Thermal Event Complaint

Solution Note:

Date	Created By	Solution
07/05/2013 09:23:07	Jay Hanson	Pump to be replaced under terms of extended warranty.

Activity Info

Activity #: 1-1BF0IKZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Channin Diggs
Created Dt: 05/30/2013 10:34:54
Created By: Channin Diggs
Updated Dt: 05/30/2013 10:35:12
Updated By: Channin Diggs
Description: MINI Power Assist Steering Pump
 Thermal Event Complaint See
 notes>>

Note Create Dt.	Note Created By	Note Type	Note
05/30/2013 10:35:00	Channin Diggs	Customer Interaction	Cust stated power-assist steering caught on fire a few months ago and was not repaired - not sure of what date Cust stated other items caught on fire in the veh as well - cust not sure what items - stated maybe interior wiring, high pressure hose, fan, etc. Cust stated took veh to dlr yesterday after having the veh at a third party Cust stated dlr adv unsure of what repairs need to be done on the veh Cust stated will be picking the veh up from the dlr Cust stated the pump was replaced at a third party and the other work was being done Cust stated is seeking reimbursement for parts replaced, parts not replaced and all repair work need from the power assist steering pump going out. Cust stated did not have mileage. Wtr adv able to look into req and would f/u in 1-3 bus day.

Activity Info

Activity #: 1-1BF0IL4 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Channin Diggs
Created Dt: 05/30/2013 10:38:34
Created By: Channin Diggs
Updated Dt: 05/30/2013 10:38:59
Updated By: Channin Diggs
Description: E-mail sent to MJT. See notes>>

Note Create Dt.	Note Created By	Note Type	Note
05/30/2013 10:38:51	Channin Diggs	Corporate Interaction	<p>From: Diggs Channin, (Channin.Diggs@bmwfs.com) Sent: Thursday, May 30, 2013 10:38 AM To: Trainor Mary-Jane, (Mary-Jane.Trainor@bmwnacr.com) Subject: SR [REDACTED] Hi Mary Jane, The customer called today stating he had a thermal event with his power-assist steering pump. The customer stated the thermal event caused other damages within the vehicle; however he was unsure of what damages were done. The customer stated the event happened a few months back and the vehicle has been at a third party dealer since yesterday when it was taken into South Bay MINI. I have documented the SR with all the information and assigned the SR in your name. Please let me know if I need to include any additional information. Kind regards, Channin Diggs ----- BMW of North America, LLC Channin Diggs Customer Care Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 614 718 6974 Fax: 614 789 1992 E-mail: channin.diggs@bmwfs.com Web: bmwusa.com This e-mail and any documents accompanying it contain information which is sensitive and confidential. The information is intended only for the use of the individual or entity named on the transmission. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mail and attachments are prohibited. If you have received this e-mail and any accompanying documents in error, please notify me by telephone [REDACTED] immediately.</p>

Activity Info

Activity #: 1-1BG5XNZ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 05/31/2013 06:24:57
Created By: Mary Jane Trainor
Updated Dt: 05/31/2013 06:24:57
Updated By: Mary Jane Trainor
Description: Escalation to SPI

Activity Info

Activity #: 1-1BK8Y9D **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/04/2013 09:44:44
Created By: Jay Hanson
Updated Dt: 06/04/2013 09:45:15
Updated By: Jay Hanson
Description: Email to Roy Dyche at South Bay MINI - see notes

Note Create Dt.	Note Created By	Note Type	Note
			<p>From: Hanson Jay, B2-US-A-50 Sent: Tuesday, June 04, 2013 9:44 AM To: 'roy@southbaymini.com' Subject: SPI File - [REDACTED] Hi, Roy: Can you confirm that this vehicle is at your shop? Mr. [REDACTED] 2003 Cooper VIN: TE17504 I understand there is some thermal damage in the engine</p>

06/04/2013 09:45:07	Jay Hanson	Dealer Interaction	compartment, allegedly related to a failure in the power steering pump. If it is there, what is the status? Has your shop diagnosed the problem? Can you send me photos of the area of thermal activity? Can you provide a repair estimate? Please let me know – thanks for your help. Kind regards, ----- BMW Group Jay L. Hanson Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8246 Fax: 866 796 3479 Email: Jay.Hanson@bmwna.com Web: bmwusa.com
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Activity Info

Activity #: 1-1BKYYJS **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/04/2013 16:32:09
Created By: Jay Hanson
Updated Dt: 06/04/2013 16:32:43
Updated By: Jay Hanson
Description: Email from Roy Dyche - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/04/2013 16:32:26	Jay Hanson	Dealer Interaction	From: Roy Dyche [mailto:rdyche@southbaybmw.com] Sent: Tuesday, June 04, 2013 10:18 AM To: Hanson Jay, B2-US-A-50; roy@southbaymini.com Cc: jguenther@southbaybmw.com; Kim Skovold ; Esvin Hernandez; Felino Serrano Subject: RE: SPI File [REDACTED] Jay, Yes the MINI is here. This is a bit different because the MINI came to us partially repaired... From what I was told, he received the letter for the power steering pump while his MINI was at the independent repair shop. He stopped repair and had it towed to us with a couple of parts missing like the aux fan, etc. We haven't touched it and will wait until we hear from you. We put him in an Enterprise rental so he has something to drive. Esvin (Shop Foreman MINI) is aware and up to date on the MINI as well. Roy Dyche Service Manager South Bay BMW & MINI Phone# (310) 939-7365 Fax# (310) 793-9389

Activity Info

Activity #: 1-1BONHOB **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/07/2013 14:21:34
Created By: Jay Hanson
Updated Dt: 06/07/2013 14:21:34
Updated By: Jay Hanson
Description: Called Roy Dyche - left vm. Need clarification on what has been done and still needs to be done.

Activity Info

Activity #: 1-1BSP2NR **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/12/2013 11:34:27
Created By: Jay Hanson
Updated Dt: 06/12/2013 11:34:52
Updated By: Jay Hanson
Description: Email to Roy Dyche - see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Hanson Jay, B2-US-A-50 Sent: Wednesday, June 12, 2013 11:34 AM To: 'Roy Dyche' Cc:

06/12/2013 11:34:43	Jay Hanson	Dealer Interaction	'Jeremy Guenther'; 'Kim Skovold'; 'Esvin Hernandez' Subject: RE: SPI File - [REDACTED] Roy - I left you a message on Friday - I still need clarification on what needs to be repaired or replaced. Can you send me a complete repair estimate? A few photos of the area of thermal activity? Jay Hanson 201.263.8246
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Activity Info

Activity #: 1-1BU82FM **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/13/2013 15:57:29
Created By: Jay Hanson
Updated Dt: 06/13/2013 15:57:55
Updated By: Jay Hanson
Description: Email from Roy Dyche

Note Create Dt.	Note Created By	Note Type	Note
06/13/2013 15:57:48	Jay Hanson	Dealer Interaction	From: Roy Dyche [mailto:rdyche@southbaybmw.com] Sent: Thursday, June 13, 2013 3:43 PM To: Hanson Jay, B2-US-A-50 Cc: jguenther@southbaybmw.com; kskovold@southbaybmw.com; ehernandez@southbaybmw.com Subject: RE: SPI File - [REDACTED] Will do... Roy Dyche Service Manager South Bay BMW & MINI Phone# (310) 939-7365 Fax# (310) 793-9389

Activity Info

Activity #: 1-1BZO97W **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/19/2013 15:18:04
Created By: Jay Hanson
Updated Dt: 06/19/2013 15:18:04
Updated By: Jay Hanson
Description: Asked Roy Dyche for update

Activity Info

Activity #: 1-1BZXV7A **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/20/2013 10:49:35
Created By: Jay Hanson
Updated Dt: 06/20/2013 10:55:22
Updated By: Jay Hanson
Description: Roy Dyche no longer employed at South Bay MINI. Email frm Esvin Hernandez with estimate. See notes.

Note Create Dt.	Note Created By	Note Type	Note
06/20/2013 10:50:14	Jay Hanson	Dealer Interaction	From: Esvin Hernandez [mailto:ehernandez@southbaybmw.com] Sent: Wednesday, June 19, 2013 5:01 PM To: Hanson Jay, B2-US-A-50 Subject: RE: SPI File - [REDACTED] Jay the vehicle has been partially fixed by independent shop. Currently pump does not work. Small signs of burned harness. The harness has been taped up. It needs a power steering pump,fan, harness and fuse box. Hood insulation is coming apart but it is not from any fire.The battery has gone dead and it will need that Parts and labor at warranty rate and prices is \$2366.00 After the pump,harness and fuse box are repaired I can double check car to see what else might be damaged. The vehicle currently runs but has no power steering. No paint damage that I can see. ** customer wishes to have what he has spent at independent reimbursed. When he dropped car off I advised him that extended warranty on

pump will only cover parts not labor. ** Thanks

Activity Info

Activity #: 1-1C0Q170 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/20/2013 10:55:22
Created By: Jay Hanson
Updated Dt: 06/20/2013 10:55:50
Updated By: Jay Hanson
Description: Email to Esvin Hernandez - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/20/2013 10:55:42	Jay Hanson	Dealer Interaction	From: Hanson Jay, B2-US-A-50 Sent: Thursday, June 20, 2013 10:55 AM To: 'Esvin Hernandez' Subject: RE: SPI File - [REDACTED] Do you know what was done at the independent? Jay Hanson 201.263.8246

Activity Info

Activity #: 1-1C2EXQK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/24/2013 10:03:07
Created By: Jay Hanson
Updated Dt: 06/24/2013 10:04:58
Updated By: Jay Hanson
Description: Email from Esvin Hernandez - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/24/2013 10:03:26	Jay Hanson	Dealer Interaction	From: Esvin Hernandez [mailto:ehernandez@southbaybmw.com] Sent: Thursday, June 20, 2013 12:01 PM To: Hanson Jay, B2-US-A-50 Subject: RE: SPI File - [REDACTED] has not brought any receipts yet. I have asked him to. He stated they insulated harness and repaired pump.

Activity Info

Activity #: 1-1C5X3PN **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jay Hanson
Created Dt: 06/26/2013 15:59:52
Created By: Jay Hanson
Updated Dt: 06/26/2013 15:59:52
Updated By: Jay Hanson
Description: Reviewed complaint and recently-released SI M regarding the power steering pump

Activity Info

Activity #: 1-1C5X3PP **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 06/26/2013 16:00:38

Created By: Jay Hanson
Updated Dt: 06/26/2013 16:01:03
Updated By: Jay Hanson
Description: Email to Esvin Hernandez - see notes

Note Create Dt.	Note Created By	Note Type	Note
06/26/2013 16:00:53	Jay Hanson	Dealer Interaction	<p>From: Hanson Jay, B2-US-A-50 Sent: Wednesday, June 26, 2013 4:00 PM To: 'Esvin Hernandez' Subject: RE: SPI File - [REDACTED] Esvin: After discussing this around here, we're of the opinion that the pump and its related components should be replaced under the terms of SI M01 01 13, and any nearby thermal damage should also be submitted as consequential damage. Provided the vehicle has less than 150,000 miles on it, of course. I strongly recommend documenting the damage with good photographs of the pump and its connector. That way if you get any pushback from warranty on the claim, they can contact me and I can send your photographs to Product Analysis who can confirm the failure mode. Regarding the repairs the independent shop did, we don't typically reimburse for work done outside of authorized centers. However, if the customer really fights, we can always review any receipts and repair orders he can submit. Please let me know if you have any questions. Jay Hanson 201.263.8246</p>



Service Request Detail #:201102500391

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Emerald Isle, NC [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 100000
Last Sale Date: 01/07/2003 00:00:00
In Service Date: 12/31/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201102500391
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 01/25/2011 11:46:38
Created By: Brent Saxe
Rep Assigned: Stephen Kossar
Assigned Dealer:
Identified Dealer: Flow MINI
Date Closed: 02/21/2011 14:39:01

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Vehicle Caught on Fire- power steering programming needed

Solution Note:

Date	Created By	Solution
02/21/2011 14:38:27	Stephen Kossar	Customer provided goodwill reapi.

Activity Info

Activity #: 1-T2YN5U **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brent Saxe
Created Dt: 01/25/2011 11:47:16
Created By: Brent Saxe
Updated Dt: 01/25/2011 12:06:08
Updated By: Tara Zimmer
Description: cci w/ Vehicle Caught on Fire - steering wheel pump - steering column faulty - cant reprogram it

Activity Info

Activity #: 1-T2YN8Q **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Tara Zimmer
Created Dt: 01/25/2011 11:58:52
Created By: Tara Zimmer
Updated Dt: 01/25/2011 12:05:35
Updated By: Nellie Arencibia

Description: see notes >>>

Note Create Dt.	Note Created By	Note Type	Note
01/25/2011 11:59:07	Tara Zimmer	Customer Interaction	Cust stts parked out front of house, went inside and started making lunch, stts dog started barking, let her out and saw smoke coming out of hood of MINI, stts grabbed fire extinguisher, opened up hood and put out fire, stts towed to Sale BMW (closest BMW dlr), stts diagnosed problem w/ power steering pump and hoses that caught veh on fire, stts went to pick up veh and it was hard to steer, stts dlr s/w MINI dlr in Raleigh and was told in order to fix it a sensor has be disconnected and programmed but BMW dlr doesn't have software, has to be done at MINI- cust stts already paid \$2080 for the pwr steering pump to be changed, cust stts s/w SM Josh @ Flow MINI, stts is concerned about driving to dlr for next rpr; wrtr advsd someone in office will research and be in contact w/ cust @ [REDACTED] in 1-3 business days

Activity Info

Activity #: 1-TE32PZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Stephen Kossar
Created Dt: 02/14/2011 09:41:24
Created By: Stephen Kossar
Updated Dt: 02/14/2011 10:09:13
Updated By: Stephen Kossar
Description: On 1/31, interviewed customer. See notes.

Note Create Dt.	Note Created By	Note Type	Note
02/14/2011 10:08:54	Stephen Kossar	Customer Interaction	Customer had parked his vehicle outside of his home for a short time, when his dog started to bark. He went outside to find smoke coming out from under the hood. He put out the fire with an extinguisher. The vehicle was towed to Sale BMW in Kinston, NC where they diagnosed a power steering pump fire. The dealer never reported the fire to BMW NA and charged the customer \$2080 for repair. However, when customer picked up the vehicle, the steering was still difficult and was told that the steering needed to be programmed and BMW dlr does not have software. Vehicle needs to be taken to a MINI dlr to be programmed. Nearest MINI dlr is Flow MINI 3 hours away. Customer requested assistance.

Activity Info

Activity #: 1-TE32Q4 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Stephen Kossar
Created Dt: 02/14/2011 10:09:13
Created By: Stephen Kossar
Updated Dt: 02/14/2011 10:12:56
Updated By: Stephen Kossar
Description: On 2/1, requested that SM, Steve Alexander, of Flow MINI, arrange for tow of the vehicle to his center and perform work. See notes.

Note Create Dt.	Note Created By	Note Type	Note
			From: Kossar Stephen, V2-US-A-50 Sent: Tuesday, February 01, 2011 12:11 PM To: 'salexander@flowauto.com' Subject: [REDACTED] Steve, We need your assistance with respect to this customer. Mr. Sonzogni recently experienced a power steering pump fire which he put out himself with a fire extinguisher. The vehicle was towed from Emerald Isle, NC, to Sale BMW in Kinston, NC where a new pump and hoses were installed (customer pay - \$2080). When he went to pick it up, the vehicle was difficult to steer and he was advised that the problem is apparently a steering column sensor and the BMW dealer does not have the necessary software to recode. He was

Updated Dt: 02/15/2011 09:43:58
Updated By: Stephen Kossar
Description: Advised customer of the needed repair and offered goodwill repair if he could pick up car and avoid big tow bill.

Activity Info

Activity #: 1-TFHPTI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Stephen Kossar
Created Dt: 02/16/2011 14:01:46
Created By: Stephen Kossar
Updated Dt: 02/16/2011 14:01:46
Updated By: Stephen Kossar
Description: Customer agreed to pick up vehicle.

Activity Info

Activity #: 1-TFHPTK **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Stephen Kossar
Created Dt: 02/16/2011 14:02:21
Created By: Stephen Kossar
Updated Dt: 02/16/2011 14:02:21
Updated By: Stephen Kossar
Description: Advised customer that I will authorize the repair.

Activity Info

Activity #: 1-TFYUSQ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Stephen Kossar
Created Dt: 02/16/2011 14:02:59
Created By: Stephen Kossar
Updated Dt: 02/16/2011 14:02:59
Updated By: Stephen Kossar
Description: Authorized repair of steering column.

Activity Info

Activity #: 1-TIIDPT **Email Body:**
Status: Done
Type: General
Assigned To: Stephen Kossar
Created Dt: 02/21/2011 14:37:22
Created By: Stephen Kossar
Updated Dt: 02/21/2011 14:38:27
Updated By: Stephen Kossar
Description: Prepared closing memo to the Documentum file. See notes.

Note

Note

Note

Create Dt.	Created By	Type	Note
02/21/2011 14:38:09	Stephen Kossar	General	Inter-Branch Memo To: File Dept: SPI From: Steve Kossar Dept: Customer Relations and Services Date: February 21, 2011 Re: ██████████ Closing Memo Customer had parked his vehicle outside of his home for a short time, when his dog started to bark. He went outside to find smoke coming out from under the hood. He put out the fire with an extinguisher. The vehicle was towed to Sale BMW in Kinston, NC where they diagnosed a power steering pump fire. The dealer never reported the fire to BMW NA and charged the customer \$2080 for repair. However, when customer picked up the vehicle, the steering was still difficult and was told that the steering needed to be programmed and BMW dlr does not have software. Vehicle needs to be taken to a MINI dlr to be programmed. Nearest MINI dlr is Flow MINI 3 hours away. Customer requested assistance. Vehicle was transported to Flow MINI. Flow diagnosed the problem as a binding universal joint in the base of the steering column. The customer was goodwilled the repair if he agreed to pick up the vehicle and avoid another towing charge. Customer agreed. SK



Service Request Detail #:200927400723

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Scarsdale, NY [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper S
Mileage: 22000
Last Sale Date: 08/16/2005 00:00:00
In Service Date: 08/16/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200927400723
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 10/01/2009 14:41:22
Created By: Doug Cavin
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer: MINI of the Main Line
Date Closed: 10/20/2009 14:26:49

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK14	SPI - Steering/Suspension

Issue Note:

Issue
 ACCIDENT: [REDACTED] was struck near cntr,on way to pwr steering diag.

Solution Note:

Date	Created By	Solution
10/20/2009 14:25:59	Jay Hanson	File reassigned to Eastern Region CR for follow up with post-warranty assistance request.

Activity Info

Activity #: 1-K9F05U **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 10/01/2009 14:42:44
Created By: Doug Cavin
Updated Dt: 10/01/2009 14:53:37
Updated By: Doug Cavin
Description: ACCIDENT-daugh [REDACTED]
 [REDACTED] was struck near cntr,on way to pwr steering diag.

Note Create Dt.	Note Created By	Note Type	Note
10/01/2009 14:43:41	Doug Cavin	Customer Interaction	[REDACTED] calling on behalf of his daughter. Dr. [REDACTED] states that his daughter was involved in a collision on Mon. Sept 28th while on the way to MINI of the Main line to have a "stiff steering or power steering issue" diagnosed. The Dr. states that his daughter was struck by a city vehicle causing about \$6000 of assessed body damage. Dr. [REDACTED] states that Liberty Mutual instructed the vehicle to be taken to MINI of the Main Line, and from there the center directed his vehicle to the center used body shop where the manager is Leonard Orsini [REDACTED] states that he doesn't know if the power steering contributed to the accident, all that he cares about was that his daughter is alright. Dr. [REDACTED] asked if BMW NA

would be willing to goodwill the cost of the power steering repairs, which are estimated to be \$1000, since Liberty Mutual did not include that on their claim. [REDACTED] number is [REDACTED], but [REDACTED] is actually the owner of the vehicle.

Activity Info

Activity #: 1-K9FOAQ **Email Body:**
Status: Done
Type: Escalate to Core
Assigned To: Doug Cavin
Created Dt: 10/01/2009 14:52:36
Created By: Doug Cavin
Updated Dt: 10/20/2009 14:26:43
Updated By: Jay Hanson
Description: wrtr sent case for specialist review

Note Create Dt.	Note Created By	Note Type	Note
10/01/2009 14:53:22	Doug Cavin	Escalate to Core	From: Cavin Douglas, SF2-US-S-6 Sent: Thursday, October 01, 2009 2:53 PM To: Banks Charlene, (T) Subject: [REDACTED] requests Power steering concern goodwill/after accident BMW of the Main Line ([REDACTED]) calling on behalf of his daughter. [REDACTED] r states that his daughter was involved in a collision on Mon. Sept 28th while on the way to MINI of the Main line to have a "stiff steering or power steering issue" diagnosed. The Dr. states that his daughter was struck by a city vehicle causing about \$6000 of assessed body damage. [REDACTED] states that Liberty Mutual instructed the vehicle to be taken to MINI of the Main Line, and from there the center directed his vehicle to the center used body shop where the manager is Leonard Orsini (610.649.2530). [REDACTED] states that he doesn't know if the power steering contributed to the accident, all that he cares about was that his daughter is alright. [REDACTED] asked if BMW NA would be willing to goodwill the cost of the power steering repairs, which are estimated to be \$1000, since Liberty Mutual did not include that on their claim. [REDACTED] number is 914.715.9346, but Dr.Stratyrner is actually the owner of the vehicle. Regards, Douglas Cavin Customer Relations Representative BMW of North America, LLC Direct: 614-789-7757 Fax: 614-789-7158 Doug.Cavin@bmwfs.com

Activity Info

Activity #: 1-KAHQ35 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Kevin Shelton
Created Dt: 10/02/2009 14:39:25
Created By: Kevin Shelton
Updated Dt: 10/02/2009 14:43:02
Updated By: Kevin Shelton
Description: CCI regarding case and daughter not contacted. wrtr advsd case escalated to NJ and cust requesting that daughter at least be contacted to notify her>

Note Create Dt.	Note Created By	Note Type	Note
10/02/2009 14:40:32	Kevin Shelton	Customer Interaction	>of the case. cust daughter # [REDACTED]

Activity Info

Activity #: 1-KAHQ39 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Kevin Shelton
Created Dt: 10/02/2009 14:43:02
Created By: Kevin Shelton
Updated Dt: 10/02/2009 14:43:02
Updated By: Kevin Shelton

Description: wrtr notified Doug of cust interaction

Activity Info

Activity #: 1-KAASJ5 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 10/02/2009 14:43:12
Created By: Doug Cavin
Updated Dt: 10/02/2009 14:43:12
Updated By: Doug Cavin
Description: wrtt cld for M [REDACTED], adv to expect call from specialist group Mon/Tues latest, lvm

Activity Info

Activity #: 1-KH26SC **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Ashley Stursa
Created Dt: 10/12/2009 14:21:13
Created By: Ashley Stursa
Updated Dt: 10/12/2009 14:21:13
Updated By: Ashley Stursa
Description: CCI for Doug, wtr adv he was n/a, trans to VM

Activity Info

Activity #: 1-KH26TI **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Ashley Stursa
Created Dt: 10/12/2009 14:22:15
Created By: Ashley Stursa
Updated Dt: 10/12/2009 14:22:15
Updated By: Ashley Stursa
Description: Wtr emailed Doug to let him know CCI for him.

Activity Info

Activity #: 1-KH26UH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 10/12/2009 14:41:36
Created By: Doug Cavin
Updated Dt: 10/12/2009 14:41:36
Updated By: Doug Cavin
Description: cst lvm asking for followup to [REDACTED]

Activity Info

Activity #: 1-KH26UJ **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 10/12/2009 14:43:41
Created By: Doug Cavin
Updated Dt: 10/12/2009 14:49:36
Updated By: Doug Cavin
Description: wrtr apol to cust,that noone has called her as yet, wrtr to follow up w/our coordinator.

Note Create Dt.	Note Created By	Note Type	Note
10/12/2009 14:44:24	Doug Cavin	Customer Interaction	Ins Policy Number: Liberty Mutual AO2-221-459977-008. Also, customer has claim number [REDACTED]. Customer was unavailable last week for followup, as she was in the middle of school exams. Customer states she was taking vehicle in for the power steering diagnosis, when the accident occurred.

Activity Info

Activity #: 1-KH26YS **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Doug Cavin
Created Dt: 10/12/2009 14:49:07
Created By: Doug Cavin
Updated Dt: 10/12/2009 14:49:28
Updated By: Doug Cavin
Description: wrtr resent cust cont info to specialist coordinator

Note Create Dt.	Note Created By	Note Type	Note
10/12/2009 14:49:24	Doug Cavin	Corporate Interaction	From: Cavin Douglas, SF2-US-S-6 Sent: Monday, October 12, 2009 2:49 PM To: Banks Charlene, (T) Subject: FW: [REDACTED] requests Power steering concern goodwill/after accident BMW of the Main Line Charlene, Alex Stratyner just called me back, she was busy in exams all last week. She provided the Liberty Mutual Policy and Claims Numbers and gave me her contacts. #1 914.715.9346 #2 914.723.6489 Kind Regards, Doug Cavin Customer Relations and Services Associate Telephone (614) 789-7757 (800) 831-1117*7757 Fax (614) 789 - 1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-KIHUEK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Nicholas O'Neil
Created Dt: 10/14/2009 11:26:38
Created By: Nicholas O'Neil
Updated Dt: 10/14/2009 11:28:18
Updated By: Nicholas O'Neil
Description: cci to speak with Doug. Wrtr transferred cust. to Doug's VM.

Note Create Dt.	Note Created By	Note Type	Note
10/14/2009 11:28:11	Nicholas O'Neil	Corporate Interaction	Doug, [REDACTED] called in to speak with you regarding her open case. I transferred her into your VM. Kind Regards, Nick O'Neill Customer Relations and Services Specialist Telephone: 800-831-1117 *7315 Fax: 614-789-1997 Mailing Address: P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-KI72XA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 10/14/2009 12:19:37
Created By: Doug Cavin
Updated Dt: 10/14/2009 12:19:37
Updated By: Doug Cavin
Description: cci for status on case,pls rtn call to [REDACTED]

Activity Info

Activity #: 1-KJHDDH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brad Snavley
Created Dt: 10/15/2009 12:57:15
Created By: Brad Snavley
Updated Dt: 10/15/2009 13:02:57
Updated By: Brad Snavley
Description: ci for Doug - Doug out of office. Cust sttd has not heard from anyone yet. >

Note Create Dt.	Note Created By	Note Type	Note
10/15/2009 12:59:01	Brad Snavley	Customer Interaction	Wrtr apologized, adv would send note to CM Jay Hanson to call cust at [REDACTED] - [REDACTED]

Activity Info

Activity #: 1-KJHDFS **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Brad Snavley
Created Dt: 10/15/2009 13:02:28
Created By: Brad Snavley
Updated Dt: 10/15/2009 13:05:53
Updated By: Brad Snavley
Description: email to CM Jay Hanson, see notes:

Note Create Dt.	Note Created By	Note Type	Note
10/15/2009 13:02:49	Brad Snavley	Corporate Interaction	Jay, The customer called in looking to speak with someone about the possible SPI case she has opened. I saw that you are assigned to the case. If you could give her a call sometime soon, I know she would appreciate it. She left her call back cell # of [REDACTED]. Thanks Jay! 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

Activity Info

Activity #: 1-KJEJQF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/15/2009 13:47:35
Created By: Jay Hanson
Updated Dt: 10/15/2009 13:47:35

Updated By: Jay Hanson

Description: Spoke with Jeff Gunning at center - vehicle has not been diagnosed. No idea what might be wrong with the steering.

Activity Info

Activity #: 1-KJEJQH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/15/2009 13:53:01
Created By: Jay Hanson
Updated Dt: 10/15/2009 13:53:01
Updated By: Jay Hanson
Description: Left vm for [REDACTED]

Activity Info

Activity #: 1-KJL03P **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/15/2009 15:51:52
Created By: Jay Hanson
Updated Dt: 10/15/2009 15:51:52
Updated By: Jay Hanson
Description: Dr Stratnyer CB - left vm. Said he would like the power steering unit replaced under goodwill because the warranty only just expired.

Activity Info

Activity #: 1-KJL03R **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/15/2009 15:55:17
Created By: Jay Hanson
Updated Dt: 10/15/2009 15:55:17
Updated By: Jay Hanson
Description: Tried to call customer back - went straight to voicemail.

Activity Info

Activity #: 1-KLNSWL **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/19/2009 12:07:08
Created By: Jay Hanson
Updated Dt: 10/19/2009 12:07:08
Updated By: Jay Hanson
Description: Left vm for Dr. Stratnyer

Activity Info

Activity #: 1-KMJUPA
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/20/2009 14:13:34
Created By: Jay Hanson
Updated Dt: 10/20/2009 14:25:58
Updated By: Jay Hanson
Description: Spoke with Dr. Stratyner - see notes

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
10/20/2009 14:14:21	Jay Hanson	Customer Interaction	Dr [REDACTED] said that he doesn't think the power steering was to blame for the accident. Said that he thinks his daughter may have been distracted by the thought of the problem with the steering, but the steering was not the actual cause of the accident. Said he is looking for assistance with replacing the pump as the vehicle's warranty expired only a few weeks ago. Said he would be willing to pay for the labor if MINI supplies the parts. Advised Dr [REDACTED] that since he is not claiming that a vehicle malfunction caused the accident, the file would be sent to CR for follow up.



Service Request Detail #:200706601044

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Las Cruces, NM [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 97000
Last Sale Date: 02/28/2003 00:00:00
In Service Date: 02/28/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200706601044
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 03/07/2007 10:46:23
Created By: Doug Cavin
Rep Assigned: Sal Talarico
Assigned Dealer:
Identified Dealer: Sandia MINI
Date Closed: 03/22/2007 13:52:36

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV07	GOODWILL ASSISTANCE REQUEST	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

cci b/c his mini power stng pump wiring caught on fire 3/06/07. No injury,cust in cont with Chad/SM

Solution Note:

Date	Created By	Solution
03/22/2007 13:51:15	Sal Talarico	Facilitated reimbursement of parts and labor for Power Steering pump repair with AMM
03/07/2007 11:05:56	Doug Cavin	Cust owns 2 minis/brother owns one also. wrtr waiting for photos of fire dmg to be sent. Chad//SM to address issue with Claude//FSE again and advise before wrtr makes return call to customer.

Attachments:

File Name	Comments
BSwansonGeneralRelease (Archived - Click for more information.)	
BSwansonRepairReceipts (Archived - Click for more information.)	
PSMOTOR barcode (Archived - Click for more information.)	
PSMOTOR close (Archived - Click for more information.)	
PSMOTOR side (Archived - Click for more information.)	
PSMOTOR side1 (Archived - Click for more information.)	
PSMOTOR wiresclose (Archived - Click for more information.)	
SWANSON Signed Release (Archived - Click for more information.)	
Undersidewires (Archived - Click for more information.)	
Undersidewires close (Archived - Click for more information.)	
Undersidewires close1 (Archived - Click for more information.)	

Activity Info

Activity #: 1-515999370
Status: Done
Type: Email - Inbound
Assigned To: Margaret Brown
Created Dt: 03/05/2007 23:59:06

Email Body:

formid: 1001 Comments: Are you aware of the situation of the Power Steering Unit catching fire and sometimes burning up the entire car. This almost happened to me today and it upset me very much especially as the fact that I own 2 Minis and my wife is not engine knowledgeable to deal with such a situation,it could cost someone their life!!!! My 2003 MINI caught fire in a parking lot not running and parked and locked! I have read on the NAM site that this is not an isolated problem ... I can't

Created By: Siebel Administrator
Updated Dt: 03/07/2007 15:49:00
Updated By: Margaret Brown
Description: Spontaneous Engine FIRE

think of any reason for a three year old car (parked and not running) to catch fire, can you? Is it a design fault, is it worth someones life not to fix it? What if it was your family member driving the potential hazard, would you not want it fixed so that it would be safe? Here is the NAM link to some of the other ones
<http://northamericanmotoring.com/forums/showthread.php?t=73527&highlight=fire>
 Please help, this concerns me very much as it should you. Thanks [REDACTED]

[REDACTED] VIN: WMWRC33493T [REDACTED] From: [REDACTED]
 Subject: Spontaneous Engine FIRE RouteCode1: RouteCode2: RouteCode3: Section: Priority Email ModelYear: 2003 MfgNme: MINI ModelNme: Cooper firstName: Blake lastName: Swanson ContactBy: phone ContactPhone: (505) 496-2005 ContactTime: Morning address1: [REDACTED]
 [REDACTED] Vins: WMWRC33493T [REDACTED] WMWRC33526T [REDACTED]
 UserName: [REDACTED] Urgency: Extremely urgent Regarding: Your MINI NetworkScreenName: par724b

Note Create Dt.	Note Created By	Note Type	Note
03/07/2007 15:48:42	Margaret Brown	Email - Inbound	CCI, see SR 200706601044.

Activity Info

Activity #: 1-8JL9RR
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 10:47:29
Created By: Doug Cavin
Updated Dt: 03/07/2007 11:05:56
Updated By: Doug Cavin
Description: cci b/c his mini power stng pump wiring caught on fire 3/06/07. No injury,cust in cont with Chad/SM

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
03/07/2007 10:49:04	Doug Cavin	Customer Interaction	cust states as he was at Dodge dealer and his MINI caught on fire. Someone told him to come outside because there was smoke coming out of the car. He popped the hood and noticed that there was a burning smell and a buzzing sound coming from the shroud area near the power steering pump. He started the vehicle to move it from the parking lot to the service department, where a friend who was a technician was going to look at it. The small wisk of smoke stopped and he went back inside. Someone else called him back out becuae a large amount of smoke was now coming from under the hood. Two service associates and the customer popped the hood and put out the fire and disconnected the battery. The vehicle is at the Dodge dealer, and a replacement power steering pump was delivered there overnight from Sandia MINI. The customer states that Chad at Sandia indicated the wiring harness is not available. The customer states that he is looking for compensation for the part and repair at the very least. He feels that this is a big safety issue and that if the vehicle had have been parked at his house, it would have burned up killing himself and his family.

Activity Info

Activity #: 1-8JL9RX
Status: Done
Type: Dealer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 11:04:37
Created By: Doug Cavin
Updated Dt: 03/07/2007 11:04:37
Updated By: Doug Cavin
Description: wrtr spk to Chad/SM who is fwdg photos of fire dmg from cust. claude, FSE was a dlr 3/06 and is aware of issue.

Email Body:

Activity Info

Activity #: 1-8JPSXT **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 13:39:05
Created By: Doug Cavin
Updated Dt: 03/07/2007 13:55:09
Updated By: Doug Cavin
Description: wrtr cld cust, asked if had call from Chad. no status.

Activity Info

Activity #: 1-8JPSXV **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 13:54:02
Created By: Doug Cavin
Updated Dt: 03/07/2007 13:55:07
Updated By: Doug Cavin
Description: Sal tarico ci, asking about vehicle.

Activity Info

Activity #: 1-8JPSZB **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 13:54:23
Created By: Doug Cavin
Updated Dt: 03/07/2007 13:54:23
Updated By: Doug Cavin
Description: wrtr cld Sal Tarico, reviewed case, Asked wrtr to hold off on cust follow up until review of curr decisions done.

Activity Info

Activity #: 1-8JPSZH **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 13:56:08
Created By: Doug Cavin
Updated Dt: 03/07/2007 13:56:08
Updated By: Doug Cavin
Description: wrtr called Chad/SM. email came ok. Chad ind that dealer wld handle tow if cust had prob with wiring.

Activity Info

Activity #: 1-8JQZHD **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/07/2007 15:53:30
Created By: Sal Talarico
Updated Dt: 03/07/2007 15:53:30
Updated By: Sal Talarico
Description: Left detailed VMessage for cust with name and direct tel#. Requested callback as soo as possible.

Activity Info

Activity #: 1-8JQZHF **Email Body:**
Status: Done
Type: Escalate to Core
Assigned To: Sal Talarico
Created Dt: 03/07/2007 15:58:36
Created By: Sal Talarico
Updated Dt: 03/07/2007 16:03:38
Updated By: Sal Talarico
Description: E-mail to Doug advising escalation

Note Create Dt.	Note Created By	Note Type	Note
03/07/2007 16:03:29	Sal Talarico	Escalate to Core	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, March 07, 2007 4:03 PM To: Cavin Doug, SF4-O-13 Cc: Weaver Martin, SF4-O-13 Subject: Escalation [REDACTED] 2003 MINI Cooper VIN# [REDACTED] Hi Doug, I have escalated this SR to me. I'll take this one here. If there is a way of contacting this customer possibly through Sandia? please do so. I have left a message for customer at work and home... We cannot inspect this vehicle if the Dodge dealer started the work or completes the repair. Call me with any questions... Thanks, Sal

Activity Info

Activity #: 1-8JRFRQ **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 16:12:43
Created By: Doug Cavin
Updated Dt: 03/07/2007 16:17:58
Updated By: Doug Cavin
Description: wrtr left message for Chad Sieberger, issue has gone to CORE

Activity Info

Activity #: 1-8JRFRS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Doug Cavin
Created Dt: 03/07/2007 16:17:16
Created By: Doug Cavin
Updated Dt: 03/07/2007 16:17:16
Updated By: Doug Cavin
Description: wrtr left msg for custmer to call back

Activity Info

Activity #: 1-8JS302 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Sal Talarico
Created Dt: 03/07/2007 16:47:16
Created By: Sal Talarico
Updated Dt: 03/07/2007 16:47:54
Updated By: Sal Talarico
Description: E-mail to Doug

Note Create Dt.	Note Created By	Note Type	Note
03/07/2007 16:47:41	Sal Talarico	Corporate Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, March 07, 2007 1:43 PM To: Cavin Doug, SF4-O-13 Subject: Re: [REDACTED] 2003 MINI Cooper VIN# [REDACTED] Hi Doug, Re: [REDACTED] 2003 MINI Cooper VIN# [REDACTED] Please call me regarding SR# 200706601044 Thanks Best regards, Sal Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. @

Activity Info

Activity #: 1-8JYFQJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/08/2007 09:25:02
Created By: Sal Talarico
Updated Dt: 03/08/2007 09:26:12
Updated By: Sal Talarico
Description: Customer's e-mail response

Note Create Dt.	Note Created By	Note Type	Note
03/08/2007 09:25:31	Sal Talarico	Customer Interaction	From: [REDACTED] Sent: Wednesday, March 07, 2007 11:18 PM To: Talarico Sal, V4-US-A-52 Subject: Re: 2003 MINI Cooper VIN# [REDACTED] I will call you in the morning 3-08-07, I can give you a status on the repair. I have the burnt motor and pics of the area around the underside where the motor is mounted. I purchased the replacement unit from Sandia MINI and had to have it installed because I use the MINI for a work vehicle each day and I could not wait several days to get the repair started. I did not know that you would want to tow the car over 250 miles to a MINI store to examine the car. I was not sure how bad this situation was until I saw the removed unit and the techs explained how dangerous this could have been. I can ship you the defective unit if you like, the tech and I do not see any other damage to the rest of the car at this time with the exception of the wires that connect to the unit. I do realize this car has 97,000, and your warranty is only 50,000 miles, however in this instance I feel that this is of such a severe nature that it needs special attention and consideration due to the liabilities that could have been involved. In my opinion, no automobile only 3 years old with no modifications and remaining as shipped from the factory should be able to catch fire when parked and not running and locked. This is just hard to believe I know, but that is what happened. There is a list of other MINIs that has happened to on the NAM web site, they have a running list of over 20 incidents, when I read that I became even more concerned since I own 2 MINIs at this time and was shopping to trade my 2003 for a third one. I have enclosed the pics I sent to Chad at Sandia Mini just in case you have not received them, also one pic of my MINI, as you can see from the pic I am very proud of my MINI and have taken exceptional care of the car. I have had three other people purchase MINIs because of my car and recommendation, one of which is my brother in Atlanta who purchased 3 weeks ago from Union City MINI. As you know the MINI is an eye catcher and many people ask about mine each week as I do my job on other auto dealers lots, I always give the little car a great review even tell them I own 2 MINIs. Now I don't know what to say after this incident. I hope this can be resolved so I can sleep well at night with my MINIs in the garage, at this time my wife's is parked outside in the driveway, I am just real cautious at this time, I think you can understand that, if you put yourself in my shoes I think you would be cautious also. Thanks for all your help and efforts in this situation [REDACTED]

Activity Info

Activity #: 1-8JZ4QO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/08/2007 12:04:15
Created By: Sal Talarico
Updated Dt: 03/08/2007 12:04:15
Updated By: Sal Talarico
Description: Contacted customer and requested a fax copy of part and repair invoice for reimbursement consideration. Cust grateful for positive response from MINI

Activity Info

Activity #: 1-8JZ4QQ **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/08/2007 12:27:11
Created By: Sal Talarico
Updated Dt: 03/08/2007 12:27:11
Updated By: Sal Talarico
Description: Called AMM to obtain permission to proceed with reimbursement and dealer inspection. AMM OK send inv when received

Activity Info

Activity #: 1-8JZ4QS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/08/2007 12:28:07
Created By: Sal Talarico
Updated Dt: 03/08/2007 12:30:19
Updated By: Sal Talarico
Description: Cust stated his wife will be able to go to Sandia MINI on Monday around 1 or 2 pm. Advised cust that I will arrange with Sandia to inspect

Note Create Dt.	Note Created By	Note Type	Note
03/08/2007 12:29:22	Sal Talarico	Customer Interaction	They can inspect while she waits. If additional repairs are needed they will provide a loaner at N/C for the day. Cust OK.

Activity Info

Activity #: 1-8JZ4X1 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 03/08/2007 12:30:19
Created By: Sal Talarico
Updated Dt: 03/08/2007 12:30:19
Updated By: Sal Talarico

Description: Conatcted Chad at Sandia and advised of plan. He will look at car, take pics and e-mail Claude and myself the results. OK to providing loaner ifneeded

Activity Info

Activity #: 1-8KOIMM **Email Body:**
Status: Done
Type: General
Assigned To: Sal Talarico
Created Dt: 03/12/2007 12:39:22
Created By: Sal Talarico
Updated Dt: 03/12/2007 12:39:22
Updated By: Sal Talarico
Description: Case review. Customer fax receipts not attched. Scanned and attached

Activity Info

Activity #: 1-8KOIMO **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/12/2007 12:40:00
Created By: Sal Talarico
Updated Dt: 03/12/2007 12:43:49
Updated By: Sal Talarico
Description: Customer called to check on Fax receipt and requested approx timeframe fore answer. Writer advised he would speak with area manager

Note Create Dt.	Note Created By	Note Type	Note
03/12/2007 12:41:06	Sal Talarico	Customer Interaction	Customer also advised his wife could not make the appointment at dealer today but called them to let them know. He will contact them again to make an appointment when he has time. Also he has burnt ps pump so that will not be at dealership. He will bring it next time or ship it. He wants to see what we are doing about reimbursement first. Writer advised we will take this one step ata time and will call him back as soon as possible.

Activity Info

Activity #: 1-8KYRXE **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Sal Talarico
Created Dt: 03/13/2007 10:25:10
Created By: Sal Talarico
Updated Dt: 03/13/2007 10:25:43
Updated By: Sal Talarico
Description: Sandia SM Chad writes

Note Create Dt.	Note Created By	Note Type	Note
03/13/2007	Sal	Dealer	-----Original Message----- From: Chad [mailto:chad@sandiamini.com] Sent: Tuesday, March 13, 2007 10:20 AM To: Talarico Sal, V4-US-A-52; Bruni Claude, V4-US-V-3-M Subject: [REDACTED], [REDACTED] I am not sure if you spoke with Mr. Swanson yesterday, however, he was not able to

10:25:34	Talarico	Interaction	make it in for us to inspect the repair. (I was actually out sick yesterday as well.) He is going to be out of town for a few weeks, so it will be a while before we can see it. Obviously, I will keep you informed of progress, and let you know when we see the car. Chad R. Fiebiger Service Manager Sandia MINI
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Activity Info

Activity #: 1-8LBAC1 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 11:34:12
Created By: Sal Talarico
Updated Dt: 03/14/2007 11:35:02
Updated By: Sal Talarico
Description: E-mail with customer receipts attached to AMM

Note Create Dt.	Note Created By	Note Type	Note
03/14/2007 11:34:50	Sal Talarico	Field Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, March 14, 2007 11:34 AM To: Bruni Claude, V4-US-V-3-M Subject: [REDACTED] 2003 MINI Cooper VIN#[REDACTED] Importance: High Hi Claude, Re: [REDACTED] 2003 MINI Cooper VIN#[REDACTED] I have attached the repair receipts customer provided. He is waiting for our response and is expecting MINI will cover this expense. Please advise or call to discuss. Thanks, Sal Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ® 1 attachment

Activity Info

Activity #: 1-8LBAC6 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 12:13:25
Created By: Sal Talarico
Updated Dt: 03/14/2007 12:14:37
Updated By: Sal Talarico
Description: AMM response

Note Create Dt.	Note Created By	Note Type	Note
03/14/2007 12:13:56	Sal Talarico	Field Interaction	From: Bruni Claude, V4-US-V-3-M Sent: Wednesday, March 14, 2007 11:37 AM To: Talarico Sal, V4-US-A-52 Subject: RE: [REDACTED] 2003 MINI Cooper VIN#[REDACTED] Importance: High Sal, This vehicle must be inspected by a MINI dealer before we will proceed. Regards, Claude Bruni Area Manager- MINI MINI division of BMW of North America, LLC Voice Mail: (800) 626 2478 x6231 Mobile: (818) 307 3039

Activity Info

Activity #: 1-8LBAV7 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 12:14:37
Created By: Sal Talarico
Updated Dt: 03/14/2007 12:21:31
Updated By: Sal Talarico
Description: Contacted customer to request inspection and to sign a release and cust advised he sold the car today.

Note Create Dt.	Note Created By	Note Type	Note
03/14/2007 12:17:43	Sal Talarico	Customer Interaction	Customer stated he put this MINI up for sale over the weekend because he was interested in a 2006 MINI from MINI of Dallas. He sold the car and received the money today so he does not have the car to bring in for inspection. He did advise the new owner of what happened to the pump and he was not concerned and the new owner was not planning on having the repair work inspected. Customer would still like to re-coup the repair costs. Writer advised that he would talk to the regional manager and get back to customer. Cust OK

Activity Info

Activity #: 1-8LC4TU **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 13:35:38
Created By: Sal Talarico
Updated Dt: 03/14/2007 13:35:38
Updated By: Sal Talarico
Description: Contacted AMM and advised customer sold car. AMM advised to prepare General Release which needs to be signed by cust. but we lose ability to inspect

Activity Info

Activity #: 1-8LC4TW **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 13:46:39
Created By: Sal Talarico
Updated Dt: 03/14/2007 13:47:26
Updated By: Sal Talarico
Description: E-mailed receipts to AMM 3/12/07

Note Create Dt.	Note Created By	Note Type	Note
03/14/2007 13:47:11	Sal Talarico	Field Interaction	From: Talarico Sal, V4-US-A-52 Sent: Monday, March 12, 2007 1:36 PM To: Bruni Claude, V4-US-V-3-M Cc: Green Stephen, V4-US-A-50; Law Don, V4-US-A-52 Subject: [REDACTED] 2003 MINI Cooper VIN# [REDACTED] Hi Claude, Re: [REDACTED] 2003 MINI Cooper VIN# [REDACTED] I have been in contact with Mr [REDACTED] during his recent experience involving the power steering unit on his MINI. I have attached the RO for the repair/replacement of the PS unit. Please review and advise if we could provide full reimbursement. Please advise. Thanks. Sal Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ®

Activity Info

Activity #: 1-8LD3Y7 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/14/2007 14:23:02
Created By: Sal Talarico
Updated Dt: 03/14/2007 14:23:51
Updated By: Sal Talarico
Description: Prepared and forwarded General

Release for AMM approval

Note Create Dt.	Note Created By	Note Type	Note
03/14/2007 14:23:32	Sal Talarico	Field Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, March 14, 2007 2:23 PM To: Bruni Claude, V4-US-V-3-M Subject: 3/14/07 Blake Swanson 2003 MINI Cooper VIN# [REDACTED] Importance: High Claude, Attached is General Release for [REDACTED] Please review and approve so it can be sent to customer. Please advise of any changes. Thanks you, Sal 1 attachment

Activity Info

Activity #: 1-8LOC1F **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/15/2007 14:30:07
Created By: Sal Talarico
Updated Dt: 03/15/2007 14:32:46
Updated By: Sal Talarico
Description: Customer requesting status. Writer advised that we will proceed with full reimbursement with signed General Release.

Note Create Dt.	Note Created By	Note Type	Note
03/15/2007 14:31:29	Sal Talarico	Customer Interaction	Release has been sent to AMM for approval. Wrtner took customer's e-mail address as [REDACTED]t. Customer extremely happy with MINI backing up their product and the attention given to his case.

Activity Info

Activity #: 1-8LWYNS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/16/2007 10:41:43
Created By: Sal Talarico
Updated Dt: 03/16/2007 10:42:26
Updated By: Sal Talarico
Description: E-mail to customer with General Release attached

Note Create Dt.	Note Created By	Note Type	Note
03/16/2007 10:42:09	Sal Talarico	Customer Interaction	From: Talarico Sal, V4-US-A-52 Sent: Friday, March 16, 2007 10:41 AM To: [REDACTED] Subject: General Release for Repairs/Reimbursement Importance: High Mr. [REDACTED] I am pleased to report that we were able to recover the full cost of repair as you requested. I have attached a General Release for your notarized signature. Please return the completed Release to me by e-mail or by Fax 201-930-8484. Once I receive the completed Release it will be forwarded to our regional manager for payment. Best Regards, Sal 1 attachment Salvatore Talarico MINI Team Lead CORE Group National Customer Relations and Services Telephone (201) 263-8228 Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227 LET'S MOTOR. ®

Activity Info

Activity #: 1-8MT70Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/20/2007 11:34:12
Created By: Debbie Zika

Updated Dt: 03/21/2007 15:00:46
Updated By: Sal Talarico
Description: Rec'd signed Release (attached)

Activity Info

Activity #: 1-8N5XHF **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Sal Talarico
Created Dt: 03/21/2007 15:06:31
Created By: Sal Talarico
Updated Dt: 03/21/2007 15:07:11
Updated By: Sal Talarico
Description: Forwarded Signed General Release to AMM

Note Create Dt.	Note Created By	Note Type	Note
03/21/2007 15:06:58	Sal Talarico	Field Interaction	From: Talarico Sal, V4-US-A-52 Sent: Wednesday, March 21, 2007 3:06 PM To: Bruni Claude, V4-US-V-3-M Subject: 3/21/07 [REDACTED] 2003 MINI Cooper VIN [REDACTED] Importance: High Hi Claude, I have received and attached the signed / notarized General Release from Mr Swanson. It is my understanding that the reimbursement will be processed by Sandia MINI. Please advise if you would want customer to ship the burnt PS pump to Sandia or somewhere else so I may advise customer. Thanks. Sal

Activity Info

Activity #: 1-8NF8WU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Sal Talarico
Created Dt: 03/22/2007 13:50:12
Created By: Sal Talarico
Updated Dt: 03/22/2007 13:50:12
Updated By: Sal Talarico
Description: Contacted customer to advise receipt of signed release and forwarded to region mgr. Dealer will process reimbursement. Cust OK Thanks for help.



Service Request Detail #:200820304809

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Chino Hills, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 03/26/2011 00:00:00
In Service Date: 12/23/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200820304809
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 07/21/2008 19:48:11
Created By: Thomas Wreathall
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: MINI of Monrovia
Date Closed: 08/01/2008 15:12:41

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue
 cust stts veh engine caught on fire.

Solution Note:

Date	Created By	Solution
08/01/2008 15:12:26	Thomas Wreathall	Closed. Refer to Special Product Investigation for resolution.
07/25/2008 10:08:06	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.
07/21/2008 19:58:41	Thomas Wreathall	cust is to tt Mini of Monrovia for appt and possible GW.

Activity Info

Activity #: 1-D90Q47 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Thomas Wreathall
Created Dt: 07/21/2008 19:48:33
Created By: Thomas Wreathall
Updated Dt: 05/10/2014 20:42:08
Updated By: fm DupCustRemoval
Description: cust stts veh engine caught on fire.

Note Create Dt.	Note Created By	Note Type	Note
07/21/2008 19:48:36	Thomas Wreathall	Customer Interaction	Cust stts the powersteering pump caught on fire. Cust stts there were actual flames coming out from the engine bay. Cust stts the issue occurred 7/18. Cust stts there are 75,000mi on the vehicle. Cust stts they spoke to monrovia mini who actually helped him. Cust stts that john slater advsd the issue has happend 3 times. wrtr advsd to have veh towed to dlr. wrtr apologized for issue. cust is to call min of monrovia to speak with SM and set appt.

Activity Info

Activity #: 1-DEDEUX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Thomas Wreathall
Created Dt: 08/01/2008 14:56:58
Created By: Thomas Wreathall
Updated Dt: 05/10/2014 20:42:08
Updated By: fm DupCustRemoval
Description: cci for MINI calling info.

Note Create Dt.	Note Created By	Note Type	Note
08/01/2008 15:11:30	Thomas Wreathall	Customer Interaction	cci stting he wanted to write a letter about his experience about what was handled well and what was not. Cust sttd it was not a complaint. wrtr gave po box 1127 info per request. cust to write letter to CORE.



Service Request Detail #:200412600209

Customer Info:

Name:

██████████
 ██████████
 ██████████
 ██████████
 ██████████

Apt/Suite:

City/State/Zip: Washington, MO ██████████

Vehicle Info:

Chassis # (US):

Chassis # (Non-US):

Year:

Model:

Mileage:

Last Sale Date:

In Service Date:

Review Indicator:

2003
 Cooper S
 24000
 12/16/2002 00:00:00
 12/16/2002 00:00:00
 None

Service Request Info:

Service Request #:

Make:

Vehicle Category:

Source:

Type:

Current Status:

Date Opened:

Created By:

Rep Assigned:

Assigned Dealer:

Identified Dealer:

Date Closed:

200412600209
 MINI
 Automobile
 Phone
 Complaint
 Closed
 05/05/2004 12:29:47
 Casey Roach
 Carrie Mazanec
 South Motors MINI 96603
 05/05/2004 12:58:23

Code Description:

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

Issue Note:

Issue

Power steering pump went out while driving.

Solution Note:

Date	Created By	Solution
05/05/2004 12:58:05	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #:

1-2RNWAP

Email Body:

Status:

Done

Type:

Customer Interaction

Assigned To:

Casey Roach

Created Dt:

05/05/2004 12:30:48

Created By:

Casey Roach

Updated Dt:

05/05/2004 12:37:05

Updated By:

Casey Roach

Description:

Power steering pump went out while driving.

Note Create Dt.	Note Created By	Note Type	Note
05/05/2004 12:31:40	Casey Roach	Customer Interaction	Customer called because he needs someone from MINI to inspect his vehicle ASAP, and he was referred to us by the dealer. He states that his daughter was previously driving the vehicle, and the power steering went out in a parking lot. Therefore, they towed it to South Motors MINI and had the repairs completed. He states that she was driving in traffic about 2 weeks later, making a left turn, and the power steering went out. He states that his daughter was unable to complete the turn, and she ran into a pole. He states that his insurance company has inspected the vehicle, and the vehicle is being considered a total loss. However, he needs someone to investigate the steering failure. Writer agreed to have someone contact him back @ cell# ██████████.

Activity Info

Activity #: 1-2RNWB3
Status: Done
Type: Corporate Interaction
Assigned To: Casey Roach
Created Dt: 05/05/2004 12:37:05
Created By: Casey Roach
Updated Dt: 05/05/2004 12:37:05
Updated By: Casey Roach
Description: Email to Carrie Macerone @
CORE for escalation.

Email Body:



Service Request Detail #:201135500972

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Todd, NC [REDACTED]
Vehicle Info:
Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper Convertible
Mileage: 68000
Last Sale Date: 02/25/2005 00:00:00
In Service Date: 02/25/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201135500972
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 12/21/2011 17:42:32
Created By: Mediha Riaz
Rep Assigned: Mediha Riaz
Assigned Dealer:
Identified Dealer:
Date Closed: 12/21/2011 17:43:36

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
CO43	NHTSA	GQ00	GQ02	NHTSA Investigation - MINI Cooper Cooper S (2004 - 2005) Power Steering
SV07	GOODWILL ASSISTANCE REQUEST	3200	3200	STEERING UNIT COMPONENTS

Issue Note:

Issue
 steering pump and fan goodwill request

Solution Note:

Date	Created By	Solution
12/21/2011 17:43:01	Mediha Riaz	Wrtr/adv get a cert MINI dlr's diagnosis first (which is cust pay) can call wrtr back once there is a diagnosis, wrtr then will look into assistance request, provided ext, cust's best call back ph# is [REDACTED]

Activity Info

Activity #: 1-Z9HK6L **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Mediha Riaz
Created Dt: 12/21/2011 17:42:44
Created By: Mediha Riaz
Updated Dt: 12/21/2011 17:43:00
Updated By: Mediha Riaz
Description: supervisor serge steering pump and fan goodwill request

Note Create Dt.	Note Created By	Note Type	Note
12/21/2011 17:42:46	Mediha Riaz	Customer Interaction	Cust sttd veh was purchased from CarMax approx 2 yrs ago - Cust sttd that the car hood was smoking was smoking really bad-cust sttd that cust sttd no one was hurt and there was no property damaged - cust towed veh to a 3rd party dlrship - cust sttd that 3rd party thinks it's was alternator and steering pump - cust sttd that the 3rd party already changed the alternator- cust sttd the veh needs currently needs power steering pump and fan per 3rd party - cust want assistance with steering pump and fan. Wrtr/adv get a cert MINI dlr's diagnosis first (which is cust pay) can call wrtr back once there is a diagnosis, wrtr then will look into assistance request, provided ext, cust's best call back ph# is [REDACTED]



Service Request Detail #:200601900368

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Beaumont, CA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 36300
Last Sale Date: 05/11/2003 00:00:00
In Service Date: 04/28/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200601900368
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 01/19/2006 10:44:09
Created By: Brian Calabro
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer: Irvine MINI 21188
Date Closed: 01/23/2006 16:25:41

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV29	SERVICE - PRODUCT ISSUE	1000	1000	ENGINE - GENERAL

Issue Note:

Issue
 SPI - Veh caught on fire

Solution Note:

Date	Created By	Solution
01/20/2006 09:07:46	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-5SHHAU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brian Calabro
Created Dt: 01/19/2006 10:44:32
Created By: Brian Calabro
Updated Dt: 01/19/2006 10:50:20
Updated By: Brian Calabro
Description: SPI - Veh caught on fire

Note Create Dt.	Note Created By	Note Type	Note
01/19/2006 10:44:36	Brian Calabro	Customer Interaction	Cust adv his wife brought veh home one day and parked in garage. Cust could hear the electric motor that controls the power steering was still running and veh began to smoke. Cust called fire dept and they extinguished veh and disconnected battery. Cust got under veh and could see the wiring was all charred. Writer adv cust to contact RSA and get veh towed to Mini dealer for inspection. Cust is orig owner; purchased at Irvine Mini and mileage is just over 36k miles. Cust # [REDACTED] (cell)

Activity Info

Activity #: 1-5SHHB0 **Email Body:**
Status: Done

Type: Corporate Interaction
Assigned To: Brian Calabro
Created Dt: 01/19/2006 10:52:31
Created By: Brian Calabro
Updated Dt: 01/19/2006 10:52:59
Updated By: Brian Calabro
Description: Sent email to Carrie M

Note Create Dt.	Note Created By	Note Type	Note
01/19/2006 10:52:47	Brian Calabro	Corporate Interaction	Carrie, Cust veh caught on fire the other day after it was parked in their garage. No damage to property was found and no injuries reported. Cust is arranging to have veh towed to Irvine Mini today. All notes are in SR and cust contact info is current. Thanks, Brian A. Calabro BMW of North America, LLC Customer Relations Specialist P - 800.831.1117 ext 7757 F - 614.789.1999

Activity Info

Activity #: 1-5T49ZH **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Douglas Pope
Created Dt: 01/23/2006 10:09:29
Created By: Douglas Pope
Updated Dt: 01/23/2006 10:12:12
Updated By: Carrie Mazanec
Description: Lisa V. (customer) called in to spk to CORE rep.

Note Create Dt.	Note Created By	Note Type	Note
01/23/2006 10:09:56	Douglas Pope	Customer Interaction	Writer spk to customer; [REDACTED] Customer states tht a rep. Steve called her and left a # to callback and when she calls the number it says it is disconnected. Writer advised will email CORE and request a callback to follow up ASAP. Customer advised they left a message asking if they filed a report with fire dept., customer advised that she has filed.

Activity Info

Activity #: 1-5T4A2M **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Douglas Pope
Created Dt: 01/23/2006 10:13:33
Created By: Douglas Pope
Updated Dt: 01/23/2006 10:14:06
Updated By: Douglas Pope
Description: Sent email to Carrie M. @ CORE (see notes)

Note Create Dt.	Note Created By	Note Type	Note
01/23/2006 10:13:58	Douglas Pope	Corporate Interaction	Morning Carrie, I spoke to Ms [REDACTED], she said that a Steven Cosar (Kosar) called and wanted to know if they had filed a fire report with the fire department. Lisa advised that she has. She was left a phone # to callback, and states that when she calls the number (she did not have the number with her) it is disconnected. I told her I would email and ask that the representative call her to follow up. I could not see who it was other than your and Brian Calabros' notes on the file. Lisa provided her contact numbers that she can be reached at today. This was assigned to you on 1/19/06. (951)274-2509 (x-111) work (951)283-6600 cell Thanks! Douglas E. Pope Customer Relations Specialist BMW North America Phone: (800) 831-1117 x-6273



Service Request Detail #:1-52166156

Customer Info:

Name: ██████████
 ██████████
 ██████████
 ██████████
 ██████████
Apt/Suite:
City/State/Zip: Zelenople, PA ██████████

Vehicle Info:

Chassis # (US): T ██████████
Chassis # (Non-US):
Year: 2002
Model: Cooper
Mileage:
Last Sale Date: 05/18/2005 00:00:00
In Service Date: 06/17/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 1-52166156
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Inquiry
Current Status: Closed
Date Opened: 03/25/2003 14:58:18
Created By: Jennifer Schuelke
Rep Assigned: Gerald Gasparrini
Assigned Dealer:
Identified Dealer:
Date Closed: 03/31/2003 13:31:56

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	3200	3241	STEERING UNIT COMPONENTS - HYDRAULICS - PUMP, HOS

Issue Note:

Issue

cust had accident, feels due to power steering going out, rental during investigation?

Solution Note:

Date	Created By	Solution
03/26/2003 08:30:53	Gerald Gasparrini	Refer to SPI for resolution.

Activity Info

Activity #: 1-V2302
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 15:06:42
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 15:14:38
Updated By: Jennifer Schuelke
Description: cust had accident, feels due to power steering going out, rental during investigation?

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 15:06:45	Jennifer Schuelke	Customer Interaction	cust had accident while turning a corner, felt as though the power steering went out. Car is at MINI of Peabody for repair and cust was told that if he wanted the incident investigated, they couldn't touch it until the investigation has been completed. Cust is covered by his insurance company for a rental for 10 days but the body shop manager, Armen Franco, wasn't sure when the area rep would be there next. Cust not sure if he should forego the investigation to let them do a diagnostic and repair right now or if he should wait until the investigation is done, not sure how long this would take or how long the rental would be covered. I advised cust that I would call Armen and discuss

with him and find out when the area rep will be there and call him back to discuss and set up the next step.

Activity Info

Activity #: 1-V2307 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 15:14:38
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 15:16:05
Updated By: Jennifer Schuelke
Description: called dealer to discuss - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 15:14:55	Jennifer Schuelke	Dealer Interaction	called dealer, left v/m for Armen Franco, body shop manager requesting a call back and then spoke to Trevor, MINI service advisor, who wasn't sure when the FSE would be there next so he transferred me to Tracy who sets up the appts. and I left her a v/m requesting a call back as well.

Activity Info

Activity #: 1-V230D **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 15:19:27
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 15:56:18
Updated By: Jennifer Schuelke
Description: Armand called back - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 15:20:29	Jennifer Schuelke	Dealer Interaction	Armand called back to discuss. Stated that as soon as cust starts talking about a lawsuit or buyback or whatever they can't touch it due to not wanting to affect case. Stated that cust was already stating his accident was caused by mechanical failure before he came in. Cust wants to use an Enterprise rental car, Armen doesn't feel that it's a defect in workmanship. Cust changed all the wheels and tires before he brought it in, thought it was very suspect that the cust did this. Cust brought in the right front tire to show Armen and that wheel and tire was banged up quite badly. Armen wasn't sure now which happened first, did the cust hit the curb and then lose control or lose control and then hit the curb? Armen doesn't think that the steering went out, thinks the tires may have been too bald and cust lost control due to this. Armen stated that cust had repeat problems that they could never repeat, thinks he's looking for something for free. Armen stated that MINI has a Forensic guy who can withdraw information from the car's computer to pinpoint when and what happened to cause the accident. Armen stated it was about a days worth of work and around \$1,000 in parts. Armen stated that the Forensic investigator comes through us, doesn't know the name or number, I advised that I would check into it and find out who that is, believe that it's Don Chamberlain and the SPI team, and let him know and go from there.

Activity Info

Activity #: 1-V230I **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 15:56:32
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 15:58:36

Updated By: Jennifer Schuelke

Description: called cust to advise - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 15:56:47	Jennifer Schuelke	Customer Interaction	called cust back and advised that I would follow up with the investigator and get an appt. set up asap and let him know what I find out.

Activity Info

Activity #: 1-V230N

Email Body:

Status: Done

Type: Corporate Interaction

Assigned To: Jennifer Schuelke

Created Dt: 03/25/2003 16:00:29

Created By: Jennifer Schuelke

Updated Dt: 03/25/2003 16:03:43

Updated By: Jennifer Schuelke

Description: called Don Chamberlain - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 16:02:42	Jennifer Schuelke	Corporate Interaction	called Don Chamberlain, left v/m requesting a call back on this issue, need to set up appt. for an investigator to inspect cust MINI.

Activity Info

Activity #: 1-V230S

Email Body:

Status: Done

Type: Corporate Interaction

Assigned To: Jennifer Schuelke

Created Dt: 03/25/2003 16:03:43

Created By: Jennifer Schuelke

Updated Dt: 03/25/2003 16:13:05

Updated By: Jennifer Schuelke

Description: sent Don Chamberlain email on issue - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 16:04:02	Jennifer Schuelke	Corporate Interaction	Hi Don, sorry to bother you, I know that you're almost done with your current position!:) I have a custome [REDACTED], chassis TE10981 who claims that his power steering went out while he was turning a corner which caused him to hit the curb and blow out his tire, mess up his rim and perhaps has also damaged the axle. The cust MINI is currently at MINI of Pittsburgh and I spoke to Armand Franco, Body Shop Manager, at MINI of Peabody about the customer. Armand stated that the cust is claiming the accident was caused by mechanical defect when the power steering went out, but Armand believes that the accident was caused by the drivers error. Armand stated that the cust had changed all 4 wheels when he brought the MINI in for repair and had to go home and get the damaged wheel when Armand requested it for inspection. Armand looked at it and feels that the cust was going too fast around a corner and lost control, doesn't feel that it was due to mechanical defect. Armand stated that the cust was already talking about a lawsuit against MINI and won't work on the cust MINI until an investigator takes a look at it to determine what caused the accident. I believe that's where you come in, correct? Sorry if I'm not going through the right channels, any help you can provide would be great. The cust has 10 days of rental covered by his insurance company so if we could have an investigator inspect it asap and make thier decision, it would be appreciated by everyone involved. Please let me know what step I should take next, if there is an appt. that you can set up I can relay that information to the dealer and the customer. Just let me know what you think and find out. Thank you so very much for your help, I really appreciate it!! I also left you a voicemail but feel free to contact me either by email or phone, whichever is easiest for you. I work the late shift so I'm here 12 - 9 everyday. The S.R. is 1-52166156 if you'd like to review the notes, sorry this email is so lengthy! My phone number is [REDACTED]. Thank you again, Jen Schuelke MINI Division

Activity Info

Activity #: 1-V41DH **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 17:01:58
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 17:04:54
Updated By: Jennifer Schuelke
Description: received email back from Don Chamberlain - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 17:02:34	Jennifer Schuelke	Corporate Interaction	This is a SPI for sure. I will address it accordingly.

Activity Info

Activity #: 1-V41FG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 18:08:16
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 18:12:32
Updated By: Jennifer Schuelke
Description: called cust to update - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/25/2003 18:08:31	Jennifer Schuelke	Customer Interaction	called cust and advised him that I had spoken to the investigative team and received word back that they will have someone contact him in the next couple of days. I advised cust that they will work with the dealer and will take it from here. Cust thanked me for my help.

Activity Info

Activity #: 1-V41FL **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/25/2003 18:12:32
Created By: Jennifer Schuelke
Updated Dt: 03/25/2003 18:12:32
Updated By: Jennifer Schuelke
Description: called Armand - advised that the cust will be contacted in the next few days by a member of the investigative team and he will too.

Activity Info

Activity #: 1-VRP2M **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/28/2003 12:11:43
Created By: Jennifer Schuelke
Updated Dt: 03/28/2003 14:45:10
Updated By: Jennifer Schuelke
Description: cust called requesting a rental

car from MINI USA - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/28/2003 12:12:38	Jennifer Schuelke	Customer Interaction	cust called, stated that he had spoken to Gerry Gasparini from the corporate office and he's in charge of his investigation but is estimating that it will take 2 weeks. Cust requesting assistance in the form of a rental car. I advised cust that I would check into his request and let him know what I find out.

Activity Info

Activity #: 1-VRP2R **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/28/2003 12:13:59
Created By: Jennifer Schuelke
Updated Dt: 03/28/2003 12:15:24
Updated By: Jennifer Schuelke
Description: called Gerry Gasparini - left a v/m requesting a call back on cust issue.

Activity Info

Activity #: 1-VT90H **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/28/2003 17:11:58
Created By: Jennifer Schuelke
Updated Dt: 03/28/2003 17:11:58
Updated By: Jennifer Schuelke
Description: Gerry called and left a v/m requesting a call back from me.

Activity Info

Activity #: 1-VT90L **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/28/2003 17:12:16
Created By: Jennifer Schuelke
Updated Dt: 03/28/2003 17:12:16
Updated By: Jennifer Schuelke
Description: called Gerry back, left v/m requesting a call back on Monday, has left for the day today.

Activity Info

Activity #: 1-W32QJ **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/31/2003 13:23:33
Created By: Jennifer Schuelke
Updated Dt: 03/31/2003 13:23:33

Updated By: Jennifer Schuelke
Description: called Jerry for an update on rental car reimbursement for cust - left v/m requesting a call back

Activity Info

Activity #: 1-W32QN **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/31/2003 13:24:00
Created By: Jennifer Schuelke
Updated Dt: 03/31/2003 13:24:00
Updated By: Jennifer Schuelke
Description: Jerry called back, will cover rental for \$35 a day, gave me his fax number to give to cust to submit invoice to for reimbursement.

Activity Info

Activity #: 1-W32QR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Schuelke
Created Dt: 03/31/2003 13:24:36
Created By: Jennifer Schuelke
Updated Dt: 03/31/2003 13:31:55
Updated By: Jennifer Schuelke
Description: called cust to update - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/31/2003 13:24:55	Jennifer Schuelke	Customer Interaction	called cust, advised him that I spoke to Jerry and he will cover a rental for however many days needed at \$35 a day. Gave cust Jerry's fax number to send the invoice to [REDACTED] - [REDACTED]. Cust thanked me and is taken care of for now.



Service Request Detail #:201301700323

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Saugerties, NY [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2005
Model: Cooper
Mileage: 40000
Last Sale Date: 02/15/2005 00:00:00
In Service Date: 02/15/2005 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201301700323
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 01/17/2013 11:44:55
Created By: Brent Saxe
Rep Assigned: Linda Vitale
Assigned Dealer:
Identified Dealer: Keeler MINI 51200
Date Closed: 02/22/2013 11:44:50

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Power Steering Pump-Thermal Event

Solution Note:

Date	Created By	Solution
02/22/2013 11:41:49	Linda Vitale	Good will power steering pump replacement repair reimbursement was provided to the customer with a signed release and rental vehicle reimbursement. File closed without an SPI inspection

Activity Info

Activity #: 1-17P03S4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brent Saxe
Created Dt: 01/17/2013 11:46:26
Created By: Brent Saxe
Updated Dt: 01/17/2013 12:02:29
Updated By: Brent Saxe
Description: Engine/Battery Malfunction

Note Create Dt.	Note Created By	Note Type	Note
01/17/2013 11:46:36	Brent Saxe	Customer Interaction	customer stated that the vehicle died when his wife drove to work customer stated that he replaced the battery in the vehicle customer stated he drove the vehicle home customer stated that the vehicle was parked and turned off customer stated that he saw flames coming from underneath the vehicle customer stated that he took a fire extinguisher and put the fire out customer stated it is now at a 3rd party repair shop - CDS - [REDACTED] customer stated that there was no personal injury - no property damage customer stated that the fire department was not involved customer stated that he will wait to hear from us - repairs approx - \$1700 writer advised will follow up in 1-3 bd with update

Activity Info

Activity #: 1-17P03US **Email Body:**
Status: Done
Type: Escalate to Core
Assigned To: Brent Saxe
Created Dt: 01/17/2013 12:04:21
Created By: Brent Saxe
Updated Dt: 01/17/2013 12:04:46
Updated By: Brent Saxe
Description: writer e-mailed MJT at CORE

Note Create Dt.	Note Created By	Note Type	Note
01/17/2013 12:04:38	Brent Saxe	Escalate to Core	From: Saxe Brent, SF2-US-S-6 Sent: Thursday, January 17, 2013 12:04 PM To: Trainor Mary Jane, B2-US-A-50 Subject: [REDACTED] Hi Mary Jane, Customer stated that he changed the battery in his car and after driving home 8 miles the vehicle caught fire. He put the flames out with a fire extinguisher. The car is currently at a 3rd party repair shop but they have not began any repairs. Let me know if you need anything else. Kind regards, Brent Saxe

Activity Info

Activity #: 1-17PZDGO **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Mary Jane Trainor
Created Dt: 01/18/2013 09:07:18
Created By: Mary Jane Trainor
Updated Dt: 01/18/2013 09:07:18
Updated By: Mary Jane Trainor
Description: Escalation to SPI.

Activity Info

Activity #: 1-17T1VSA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/22/2013 12:01:09
Created By: Linda Vitale
Updated Dt: 01/22/2013 12:30:41
Updated By: Linda Vitale
Description: Customer Interview See-note

Note Create Dt.	Note Created By	Note Type	Note
01/22/2013 12:01:42	Linda Vitale	Customer Interaction	The customer states that on 1/15/13 his wife's MINI would not start at [REDACTED], [REDACTED], West Hurley, NY. The customer states that he replaced the battery with a Sears Die hard battery the next day and on 1/16/13 his wife drove the vehicle home 8 miles to 27 Ulter Ave. in Saugerties, NY and parked in the driveway. The customer states that approximately 30 minutes later he saw smoke coming from the hood of the vehicle. The customer states that when he opened the hood he saw flames in the center area of the engine under the exhaust manifold. The customer states that he extinguished the fire with a fire extinguisher and disconnected the battery. The customer had the vehicle towed to TDC Auto Repairs 3912 Rt. 9W Saugerties, NY Tom Williams or Tim Papa (845)247-7272. Writer spoke to Tim Papa and he spoke to Keeler MINI regarding the repair and will send the estimate and photos of the damaged power steering pump. Writer spoke to the customer and will provide goodwill repair with a signed release.

Activity Info

Activity #: 1-17T8RST **Email Body:**
Status: Done

Type: Independent Repair Facility
Assigned To: Linda Vitale
Created Dt: 01/22/2013 13:54:00
Created By: Linda Vitale
Updated Dt: 01/22/2013 13:56:44
Updated By: Linda Vitale
Description: Spoke to Tim Papa @ TDC Auto Repairs. He rec'd info from Keeler MINI how to repair Power Steering pump & will send est. & photos.

Activity Info

Activity #: 1-17T8RUJ **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/22/2013 13:55:36
Created By: Linda Vitale
Updated Dt: 01/22/2013 13:56:55
Updated By: Linda Vitale
Description: Spoke to PA regarding repair.

Activity Info

Activity #: 1-17T8RUN **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/22/2013 13:56:55
Created By: Linda Vitale
Updated Dt: 01/22/2013 13:56:55
Updated By: Linda Vitale
Description: Spoke to cust. & will authorize repair with signed release after receiving est. & photos

Activity Info

Activity #: 1-17T8RUP **Email Body:**
Status: Done
Type: Independent Repair Facility
Assigned To: Linda Vitale
Created Dt: 01/22/2013 13:58:14
Created By: Linda Vitale
Updated Dt: 01/22/2013 13:58:14
Updated By: Linda Vitale
Description: Rec'd estimate

Activity Info

Activity #: 1-17Z7LU3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/28/2013 16:01:22
Created By: Linda Vitale
Updated Dt: 01/28/2013 16:01:22

Updated By: Linda Vitale
Description: Spoke to cust & he has rental veh. 30.00 a day & will get photos of damaged part for repair.

Activity Info

Activity #: 1-17Z7M10 **Email Body:**
Status: Done
Type: Independent Repair Facility
Assigned To: Linda Vitale
Created Dt: 01/28/2013 16:32:22
Created By: Linda Vitale
Updated Dt: 01/28/2013 17:04:03
Updated By: Linda Vitale
Description: Rec'd photos and estimate See-note

Note Create Dt.	Note Created By	Note Type	Note
01/28/2013 16:33:04	Linda Vitale	Independent Repair Facility	From: Tom Williams [mailto:tdcrepairs@yahoo.com] Sent: Monday, January 28, 2013 4:13 PM To: Vitale Linda, B2-US-A-50 Subject: MINI COOPER Good Afternoon, I appologize, apparently you did not receive the images the first time i sent them. Please let me know if you need anything else. Tim TDC Auto Repairs 3196 Rt 9W Saugerties, NY 12477 Ph:(845)247-7272 Fax:(845)247-7270

Activity Info

Activity #: 1-17ZHBXC **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/28/2013 17:07:45
Created By: Linda Vitale
Updated Dt: 01/28/2013 17:08:54
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/28/2013 17:08:05	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, B2-US-A-50 Sent: Monday, January 28, 2013 5:07 PM To: Yeldham Mark, EG-8-US-4 Subject: CR [REDACTED], Please review the attached for the power steering pump repair. Kind regards, Linda [REDACTED] BMW of North America, LLC Linda Vitale Executive Customer Care Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866)487-4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-17ZL33S **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 01/29/2013 10:22:21
Created By: Linda Vitale
Updated Dt: 01/29/2013 10:27:57
Updated By: Linda Vitale
Description: See-note

Note	Note		

Create Dt.	Created By	Note Type	Note
01/29/2013 10:22:41	Linda Vitale	Product Analysis Interaction	From: Yeldham Mark, EG-8-US-4 Sent: Tuesday, January 29, 2013 10:16 AM To: Vitale Linda, B2-US-A-50 Subject: RE: CR [REDACTED] "Nice estimate form." Look at the photo of the pump. This is the old, first generation Electro-Hydraulic power steering pump. It's enough evidence to approve good will repairs. ----- BMW Group Mark Yeldham Special Product Investigation Manager EG-8-US-4 300 Chestnut Ridge Road Woodcliff Lake, NJ 07677-7731 Tel: 201 571 5059 E-mail: Mark.Yeldham@bmwna.com

Activity Info

Activity #: 1-17ZL3A0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/29/2013 10:59:23
Created By: Linda Vitale
Updated Dt: 01/29/2013 11:03:08
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
01/29/2013 10:59:42	Linda Vitale	Customer Interaction	From: Vitale Linda, B2-US-A-50 Sent: Tuesday, January 29, 2013 10:59 AM To: 'fotoquest@earthlink.net' Subject: CR [REDACTED] January 29, 2013 2005 MINI Cooper/TC59316 Good morning Mr [REDACTED], Please find the attached general release as discussed, for the power steering pump replacement repair. Please sign, notarize and return the general release to me so I may process your reimbursement check in the amount of \$1892.75. You may email or fax it back to me at 1(866)487-4042. Please mail the notarized original to me as soon as you are able: BMW, N.A. LLC P.O. Box 1227 Westwood, NJ 07675-1227 Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Executive Customer Care Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866)487-4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-181BOHY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 01/30/2013 13:19:03
Created By: Linda Vitale
Updated Dt: 01/30/2013 13:19:03
Updated By: Linda Vitale
Description: Spoke to cust. and he will send signed release.

Activity Info

Activity #: 1-188B5NP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/07/2013 12:08:50
Created By: Linda Vitale
Updated Dt: 02/07/2013 12:10:47
Updated By: Linda Vitale
Description: Rec'd signed release

Note Create Dt.	Note Created By	Note Type	Note
			From: [REDACTED] Sent: Tuesday, January 29, 2013

02/07/2013 12:10:35	Linda Vitale	Customer Interaction	4:55 PM To: Vitale Linda, B2-US-A-50 Subject: Re: CR [REDACTED] Recipient: [REDACTED] Subject: CR [REDACTED] January 29, 2013 2005 MINI Cooper/TC59316 Good morning Mr. White, Please find the attached general release as discussed, for the power steering pump replacement repair. Please sign, notarize and retu
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Activity Info

Activity #: 1-188B5NU **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 02/07/2013 12:10:47
Created By: Linda Vitale
Updated Dt: 02/07/2013 12:10:47
Updated By: Linda Vitale
Description: Check request

Activity Info

Activity #: 1-188B5NW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/07/2013 12:11:41
Created By: Linda Vitale
Updated Dt: 02/07/2013 12:11:41
Updated By: Linda Vitale
Description: Cust. called and l/m.

Activity Info

Activity #: 1-188B5NY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/07/2013 12:12:06
Created By: Linda Vitale
Updated Dt: 02/07/2013 12:12:06
Updated By: Linda Vitale
Description: Spoke to customer and he is waiting for check for repair. Will return rental veh. & send receipt.

Activity Info

Activity #: 1-18JC434 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/20/2013 11:42:42
Created By: Linda Vitale
Updated Dt: 02/20/2013 11:42:42
Updated By: Linda Vitale
Description: Spoke to customer and he will send in rental veh. receipt today.

Activity Info

Activity #: 1-18LF8TE **Email Body:**
Status: Done
Type: Product Analysis Interaction

Assigned To: Linda Vitale
Created Dt: 02/22/2013 11:42:15
Created By: Linda Vitale
Updated Dt: 02/22/2013 11:43:06
Updated By: Linda Vitale
Description: See-note

Note Create Dt.	Note Created By	Note Type	Note
02/22/2013 11:42:39	Linda Vitale	Product Analysis Interaction	From: Vitale Linda, B2-US-A-50 Sent: Friday, February 22, 2013 11:42 AM To: Yeldham Mark, EG-8-US-4 Subject: CR [REDACTED], Please see attached and please close file. Thank you. Kind regards, Linda ----- BMW of North America, LLC Linda Vitale Special Product Investigations Consultant Customer Relations and Services B2-US-A-50 P.O. Box 1227 Westwood, NJ 07675-1227 Tel: 201 263 8213 Fax: 1(866) 487 4042 E-mail: Linda.Vitale@bmwna.com Web: bmwusa.com

Activity Info

Activity #: 1-18LF8TI **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Linda Vitale
Created Dt: 02/22/2013 11:43:07
Created By: Linda Vitale
Updated Dt: 02/22/2013 11:43:07
Updated By: Linda Vitale
Description: Check request for rental veh. & part.

Activity Info

Activity #: 1-18LLRSQ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Linda Vitale
Created Dt: 02/22/2013 11:43:40
Created By: Linda Vitale
Updated Dt: 02/22/2013 11:43:40
Updated By: Linda Vitale
Description: Rec'd rental veh. receipt & Final RO.

Activity Info

Activity #: 1-18LLRSS **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Linda Vitale
Created Dt: 02/22/2013 11:44:19
Created By: Linda Vitale
Updated Dt: 02/22/2013 11:44:19
Updated By: Linda Vitale
Description: Closing memo.



Service Request Detail #:200822800619

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Capistrano Beach, CA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper S
Mileage: 63429
Last Sale Date: 02/19/2006 00:00:00
In Service Date: 02/29/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200822800619
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 08/15/2008 11:15:13
Created By: Carrie Mazanec
Rep Assigned: Carrie Mazanec
Assigned Dealer:
Identified Dealer:
Date Closed: 08/15/2008 11:18:43

Code Description:

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

Issue Note:

Issue

Alleges steering went out, causing accident

Solution Note:

Date	Created By	Solution
08/15/2008 11:18:30	Carrie Mazanec	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-DJHTME **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Carrie Mazanec
Created Dt: 08/15/2008 11:16:45
Created By: Carrie Mazanec
Updated Dt: 08/15/2008 11:17:54
Updated By: Carrie Mazanec
Description: Alleges steering went out, causing accident



Service Request Detail #:201205100372

Customer Info:

Name: [REDACTED]
Pref. Comm. Method: [REDACTED]
Work #: [REDACTED]
Home #: [REDACTED]
Cell #: [REDACTED]
Street Address: [REDACTED]
Apt/Suite: [REDACTED]
City/State/Zip: Alpharetta, GA [REDACTED]

Vehicle Info:

Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 80000
Last Sale Date: 12/10/2002 00:00:00
In Service Date: 11/30/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201205100372
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: SPI
Current Status: Closed
Date Opened: 02/20/2012 12:37:29
Created By: Ashley Haudenschild
Rep Assigned: Jay Hanson
Assigned Dealer:
Identified Dealer:
Date Closed: 03/19/2012 09:58:47

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue

Power Steering Pump Complaint - Smoking

Solution Note:

Date	Created By	Solution
03/19/2012 09:58:25	Jay Hanson	Provided customer full reimbursement of repair expenses. Received signed general release.

Activity Info

Activity #: 1-2204202741
Status: Done
Type: Email - Inbound
Assigned To: Jacqueline Miller
Created Dt: 02/18/2012 14:22:00
Created By: Siebel Administrator
Updated Dt: 02/21/2012 09:57:30
Updated By: Jacqueline Miller
Description: General customer service

Email Body:

First name: [REDACTED] Vin: WMWRC33493T [REDACTED]
 Question / Comment: This is something that, to me, was life threatening. I own a 2003 Mini Cooper with just over 80,000 miles. My Cooper's power steering pump burned out. When it burned out it filled my garage with smoke in only 4 hours. My car is still in the shop being repaired. I was told that the pump got so hot it burned some on the wiring harness that was close to it. The cost is already \$1600 and it has been at the shop for 4 days. The life threatening issue is that the shop informed me that the car would have caught fire in my garage if I had not disconnected the battery. That would have burned down my house with my wife and I in bed. I am the original owner of this Cooper and have loved it for years. This is a major issue to me. Besides the outrageous cost to fix this problem, I have lost any confidence in my beloved car. I have had a suggestion to contact the NTSB and file a report with them about this. I do hope that Mini will step up and take responsibility for this design flaw.

Activity Info

Activity #: 1-2206524819
Status: Done
Type: Email - Outbound
Assigned To: Jacqueline Miller
Created Dt: 02/21/2012 09:56:39
Created By: Jacqueline Miller

Email Body:

Hi Donald, Thanks for writing MINI. Your case has been forwarded to Jenny at 1.866.ASK.MINI (275-6464), extension 7630. Jenny is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Jackie Miller MINI Customer Relations and Services Representative --
 ---Original Message--- From: [REDACTED] Sent: 2/21/2012 12:00:00

Updated Dt: 02/21/2012 09:57:41
Updated By: Siebel Administrator
Description: Your MINI Correspondence [1-2204202741]

AM To: miniassist **Subject:** General customer service **First name:** [REDACTED] **Last name:** [REDACTED] **Vin:** WMWRC33493T [REDACTED] **Question / Comment:**
 This is something that, to me, was life threatening. I own a 2003 Mini Cooper with just over 80,000 miles. My Cooper's power steering pump burned out. When it burned out it filled my garage with smoke in only 4 hours. My car is still in the shop being repaired. I was told that the pump got so hot it burned some on the wiring harness that was close to it. The cost is already \$1600 and it has been at the shop for 4 days. The life threatening issue is that the shop informed me that the car would have caught fire in my garage if I had not disconnected the battery. That would have burned down my house with my wife and I in bed. I am the original owner of this Cooper and have loved it for years. This is a major issue to me. Besides the outrageous cost to fix this problem, I have lost any confidence in my beloved car. I have had a suggestion to contact the NTSB and file a report with them about this. I do hope that Mini will step up and take responsibility for this design flaw.

Activity Info

Activity #: 1-10HTFYM
Status: Done
Type: Customer Interaction
Assigned To: Jenny Peace
Created Dt: 02/21/2012 14:52:24
Created By: Jenny Peace
Updated Dt: 02/21/2012 14:52:24
Updated By: Jenny Peace
Description: wtr lvm for cust to cb to discuss concern

Email Body:**Activity Info**

Activity #: 1-10JKGZ3
Status: Done
Type: Customer Interaction
Assigned To: Jenny Peace
Created Dt: 02/23/2012 18:24:17
Created By: Jenny Peace
Updated Dt: 02/23/2012 18:27:03
Updated By: Jenny Peace
Description: wtr lvm for cust, was cut off, called again, lvm asking custto cb to see how MINI can assist him

Email Body:**Activity Info**

Activity #: 1-10KC1I4
Status: Done
Type: Corporate Interaction
Assigned To: Jenny Peace
Created Dt: 02/27/2012 11:08:17
Created By: Jenny Peace
Updated Dt: 02/27/2012 11:09:01
Updated By: Jenny Peace
Description: wtr emailed Mary Jane Trainor>>

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
02/27/2012 11:08:40	Jenny Peace	Corporate Interaction	From: Peace Jenny, SF2-US-S-5 Sent: Monday, February 27, 2012 11:08 AM To: Trainor Mary Jane, V2-US-A-50 Subject: SR: 201205100372, Mr. [REDACTED] Hi Mary Jane, Hope you had a great weekend. Mr. [REDACTED] sent us an email that I received last week about his power steering pump causing a thermal event in his garage. I have tried to contact him and have been unable to reach him, but as he stated this was a life threatening event, wanted to get this up to you. He

stated in the email that the vehicle was still at a MINI dealership, but didn't advise which one. Thanks Mary Jane! Kind regards, Jenny Peace Customer Relations and Services Customer Assistance Manager Telephone (614) 789-7630 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-10NBBPA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 02/29/2012 11:29:00
Created By: Jay Hanson
Updated Dt: 02/29/2012 11:29:00
Updated By: Jay Hanson
Description: Left vm for customer at preferred number

Activity Info

Activity #: 1-10R6ZMR **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 03/06/2012 14:44:13
Created By: Jay Hanson
Updated Dt: 03/06/2012 14:44:31
Updated By: Jay Hanson
Description: Left vm for customer at preferred number

Activity Info

Activity #: 1-10X5UV8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 03/14/2012 10:45:53
Created By: Jay Hanson
Updated Dt: 03/14/2012 10:53:12
Updated By: Jay Hanson
Description: Spoke with customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/14/2012 10:46:08	Jay Hanson	Customer Interaction	Customer said he is the original owner of the vehicle and it was not exhibiting any problems at all prior to the incident. Said he drove the vehicle home from a downtown area at about 2:00 AM. Said the vehicle was parked in the garage and shut off. Said he closed the garage door and went inside and upstairs. Said at about 6:00 AM, he got up with his wife. Said he went into the garage from the house and it was full of smoke. Said he could smell something electrical burning and went around the garage checking various power cords and appliances but couldn't find the source. Said he opened the garage door to let the smoke out. Said he eventually traced the odor to the vehicle. Said he started the MINI and backed it down to the end of the driveway and shut it off. Said he opened the hood and checked around with a flashlight. Said he could see wisps of smoke coming from the back of the engine compartment, so he grabbed a wrench and disconnected the battery. Said later that morning he checked the engine again once the sun had come up. Said he did not see anything unusual, so he reconnected the battery and started the vehicle to move it back to the garage. Said the power steering was not functioning. Said he ultimately had the vehicle repaired at an independent shop because he was not satisfied with the estimate Global MINI gave him. Said the tech at the independent told him the power steering pump had gotten hot and melted a connector and part of a wiring harness. Writer asked for the repair docs and offered to reimburse him the repair expenses upon review.

Activity Info

Activity #: 1-10X5V7A **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 03/14/2012 10:56:33
Created By: Jay Hanson
Updated Dt: 03/14/2012 10:56:54
Updated By: Jay Hanson
Description: Email to customer - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/14/2012 10:56:46	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Wednesday, March 14, 2012 10:56 AM To: [REDACTED] Subject: From MINIUSA - Your 2003 Cooper Mr. [REDACTED]: Thank you for taking the time to speak with me this morning. As we discussed, please send me the repair orders from the independent shop that replaced the power steering pump in your Cooper. I'd like to review them and see if this is an expense we can reimburse you. If you have any questions at all, please either respond to this email or call me at [REDACTED]. Kind regards, Jay L. Hanson Executive Customer Assistance Manager MINIUSA Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-10X5VHS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 03/14/2012 13:25:52
Created By: Jay Hanson
Updated Dt: 03/14/2012 13:26:16
Updated By: Jay Hanson
Description: Received repair orders

Note Create Dt.	Note Created By	Note Type	Note
03/14/2012 13:26:09	Jay Hanson	Customer Interaction	From: [REDACTED] Sent: Wednesday, March 14, 2012 11:56 AM To: Hanson Jay, V2-US-A-50 Subject: Re: From MINIUSA - Your 2003 Cooper Jay, I have attached the repair receipt. I really appreciate your response. Thanks [REDACTED]

Activity Info

Activity #: 1-10ZKQ5C **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 03/16/2012 15:11:39
Created By: Jay Hanson
Updated Dt: 03/16/2012 15:12:09
Updated By: Jay Hanson
Description: Email to customer with release - see notes

Note Create Dt.	Note Created By	Note Type	Note
			From: Hanson Jay, V2-US-A-50 Sent: Friday, March 16, 2012 2:30 PM To: [REDACTED] Subject: RE: From MINIUSA - Your 2003 Cooper Mr. [REDACTED]: After review, it seems I can reimburse you for this repair. However, I will need to have the attached general release signed and returned to me in order to process the payment. Please print, review and sign the release where indicated and return

03/16/2012 15:11:59	Jay Hanson	Customer Interaction	it to me either at this email address or by fax to (866) 796-3479. Upon receipt of the signed release, I will submit a check request to our department coordinator. I have to allow 10-14 days for the check to arrive in our offices, at which time it will be sent to you via FedEx. Also, please have the signed release notarized and mailed back to me at your convenience. The address is: MINIUSA Attn: Jay L. Hanson PO Box 1227 Westwood, NJ 07675-1227 Please let me know if you have any questions. Thank you for your patience and cooperation. Regards, Jay Hanson 201.263.8246
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Activity Info

Activity #: 1-110FI9Y **Email Body:**

Status: Done

Type: Customer Interaction

Assigned To: Jay Hanson

Created Dt: 03/19/2012 09:46:28

Created By: Jay Hanson

Updated Dt: 03/19/2012 09:54:24

Updated By: Jay Hanson

Description: Email from customer with signed release - see notes

Note Create Dt.	Note Created By	Note Type	Note
03/19/2012 09:46:47	Jay Hanson	Customer Interaction	From: Don Wiessner [mailto:donwiessner@yahoo.com] Sent: Saturday, March 17, 2012 9:46 AM To: Hanson Jay, V2-US-A-50 Subject: Re: From MINIUSA - Your 2003 Cooper Jay, Good to hear from you about reimbursing the repair for me. I do appreciate the generous way Mini has helped me with this problem. Here is a scanned copy of the release. It has been notarized per your instructions. I am mailing the hard copy to you also to your address. Thanks [REDACTED]



Service Request Detail #:1-97832913

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: Louisville, KY [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 05/31/2003 00:00:00
In Service Date: 05/31/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 1-97832913
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 09/03/2003 14:26:11
Created By: Matt Van Allen
Rep Assigned: Matt Van Allen
Assigned Dealer:
Identified Dealer:
Date Closed: 09/03/2003 14:29:05

Code Description:

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

Issue Note:

Issue

Right front tie rod broke and hit the curb.

Solution Note:

Date	Created By	Solution
09/03/2003 14:28:37	Matt Van Allen	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-1M8WD3 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Matt Van Allen
Created Dt: 09/03/2003 14:27:07
Created By: Matt Van Allen
Updated Dt: 03/21/2004 07:39:42
Updated By: fm DupCustRemoval
Description: Right front tie rod broke and hit the curb.



Service Request Detail #:200916900544

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Peyton, CO [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper S
Mileage: 53000
Last Sale Date: 12/02/2002 00:00:00
In Service Date: 12/02/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200916900544
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 06/18/2009 13:40:26
Created By: Trista Steed
Rep Assigned: Trista Steed
Assigned Dealer: Ralph Schomp MINI
Identified Dealer: Ralph Schomp MINI
Date Closed: 06/18/2009 13:46:04

Code Description:

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

Issue Note:

Issue

Cust states power steering pump went out almost caught veh on fire.

Solution Note:

Date	Created By	Solution
06/18/2009 13:45:29	Trista Steed	Case closed pending dealer diagnosis.

Activity Info

Activity #: 1-I0N8B6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Trista Steed
Created Dt: 06/18/2009 13:40:52
Created By: Trista Steed
Updated Dt: 06/18/2009 13:45:28
Updated By: Trista Steed
Description: Cust states power steering pump went out almost caught veh on fire.

Note Create Dt.	Note Created By	Note Type	Note
06/18/2009 13:41:21	Trista Steed	Customer Interaction	Writer adv cust we handle situations on a case by case basis. Writer adv cust would have to take veh in to MINI dealer for diagnosis, at that point we would be able to submit request for assistance. Writer adv can't make any promises but through dealer diagnosis is the only way we can determine if we may offer assistance. Writer adv cust of direct extension and if cust decides to take to MINI dealer to call so we can start process. Writer adv will contact service manager and submit request for assistance in repair. Cust stated will call once has in dealer.

Activity Info

Activity #: 1-1097493903
Status: Done
Type: Email - Inbound
Assigned To: Trista Steed
Created Dt: 06/23/2009 18:57:34
Created By: Siebel Administrator
Updated Dt: 06/29/2009 16:37:30
Updated By: Trista Steed
Description: General customer service

Email Body:

First name: [REDACTED] question/comment: What do I do about my power steering pump that shorted out and almost caught my car on fire?!?! This seems to be a common enough problem (and potential lawsuit) that something needs to be done by MINI. Thank you, [REDACTED]

Activity Info

Activity #: 1-1106175141
Status: Done
Type: Email - Outbound
Assigned To: Trista Steed
Created Dt: 06/29/2009 16:32:11
Created By: Trista Steed
Updated Dt: 06/29/2009 16:37:34
Updated By: Siebel Administrator
Description: MINI Inquiry [1-1097493903]

Email Body:

Hi [REDACTED], Thanks for writing MINI. I was sorry to read of your concerns. I show that I had a conversation with you last week in regards to your power steering pump. The information I imparted to you was accurate. Although we empathize with your situation, we have no further information until the vehicle is diagnosed. Feel free to contact me once the MINI is at your local MINI dealer. If you need it, you can find a list of our MINI dealers and their contact information on our Website, <http://www.miniusa.com/link/findadealer/dealerlocator>. If there are further questions I can assist with, please feel free to drop me an e-mail. I would be happy to lend a hand. LET'S MOTOR. Trista Steed MINI Customer Relations and Services Representative 866.ASK.MINI (866.275.6464) -----Original Message----- From: bryansusanw@hotmail.com Sent: 6/29/2009 12:00:00 AM To: miniassist Subject: General customer service First name: [REDACTED] question/comment: What do I do about my power steering pump that shorted out and almost caught my car on fire?!?! This seems to be a common enough problem (and potential lawsuit) that something needs to be done by MINI. Thank you, Bryan



Service Request Detail #:200909601277

Customer Info:

Name: [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
 [Redacted]
Apt/Suite:
City/State/Zip: North Reading, MA [Redacted]

Vehicle Info:

Chassis # (US): [Redacted]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 62000
Last Sale Date: 12/31/2003 00:00:00
In Service Date: 12/31/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200909601277
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 04/06/2009 16:55:54
Created By: Jennifer Edgin
Rep Assigned: Scott Kuchta
Assigned Dealer:
Identified Dealer: MINI of Peabody 10699
Date Closed: 04/08/2009 11:08:23

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV07	GOODWILL ASSISTANCE REQUEST	3200	3200	STEERING UNIT COMPONENTS
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 CCI b/c veh caught on fire,needs power steering unit

Solution Note:

Date	Created By	Solution
04/08/2009 10:55:57	Scott Kuchta	Power steering pump related repairs approved as goodwill gesture at MINI of Peabody.

Activity Info

Activity #: 1-G8XU3W **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jennifer Edgin
Created Dt: 04/06/2009 17:01:19
Created By: Jennifer Edgin
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: CCI b/c veh caught on fire,needs power steering unit, cust req assistance with repair due to fire.

Note Create Dt.	Note Created By	Note Type	Note
04/06/2009 17:01:48	Jennifer Edgin	Customer Interaction	Cust stts noticed smoke, so he pulled over, cust stts there was a small flame so he put it out w/bottled water, then cust stts he contacted the fire department to make sure everything was ok before taking the veh to MINI of Peabody.

Activity Info

Activity #: 1-G94GUA **Email Body:**
Status: Done

Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 13:24:11
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: sw Mr. Robert Willis at 781-249-6387. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/07/2009 13:30:22	Scott Kuchta	Customer Interaction	<p>Writer interviewed the customer. c/s he bought the car used 2 years ago, and now has about 62k miles. C/s the car has been great and he has been to MINI Peabody for various minor things. c/s he was driving on 4/2, in Winchester MA, coming to a stop light, when he noticed the steering got stiff. c/s then he saw what he thought was steam coming out of the hood area. c/s he pulled over, turned the engine off, and opened the hood. c/s he found a small flame coming from down by the exhaust area. c/s he had a bottle of water in the car, and he used it to extinguish the flame. cust reports no injury. c/s he called FD as a precaution. c/s he then had the car taken to MINI Peabody and they have diagnosed it needs a new pwr steering pump, wiring harness. c/s he has read of this same issue on line. c/s he does not post negative comments on line though. c/s he understands problems can happen. c/s his insurance company is covering the wiring harness but nothing else, and states he has to pay deductible. Writer apologized for what happened and advised I will contact dealer to see what exactly needs to be replaced, in order to see if MINI USA can assist. C/s any help would be appreciated. c/s he likes the Clubman and may test drive it.</p>

Activity Info

Activity #: 1-GA2T80 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 13:50:35
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: sw Gary King, Service Manager at (978) 536-0088. Chris Bourque is the cust's advisor, but Chris is not in today. see notes

Note Create Dt.	Note Created By	Note Type	Note
04/07/2009 13:51:23	Scott Kuchta	Dealer Interaction	<p>████ confirmed the car is there now, and believes the cust's insurance company is covering a couple of things. Writer advised the cust had good things to say about MINI Peabody and may be interested in a Clubman. Writer asked for estimate to be faxed to writer for review, and advised we may agree to pay MINI Peabody for the complete power steering repair as a goodwill gesture, in hope the cust purchases a new MINI, and then █████ acknowledged all of this and states he will fax estimate. Writer advised I will call after I get the estimate.</p>

Activity Info

Activity #: 1-GA2T8S **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 14:11:06
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: received estimate from MINI Peabody, for power steering pump

Activity Info

Activity #: 1-GA2T8U **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 14:31:26
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: sw Robert Willis...see notes

Note Create Dt.	Note Created By	Note Type	Note
04/07/2009 14:32:06	Scott Kuchta	Customer Interaction	Writer advised I just spoke with [REDACTED] about the needed power steering pump repair, and we agree to offer to make the entire repair as a goodwill gesture for him...therefore his insurance company would have to close the claim and he would not have to pay a deductible. Cust states this is great news and his faith has been restored in MINI. c/s he should have called us from the start. c/s he will call insurance agent and close the claim. Writer advised a release needs to be signed in order for me to authorize the repair at MINI Peabody, and I can email it. Cust states he and his wife Kathy are on the registration, and please email release to [REDACTED].

Activity Info

Activity #: 1-GACZCE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 14:53:30
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: emailed release to the customer.
see notes

Note Create Dt.	Note Created By	Note Type	Note
04/07/2009 14:53:48	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Tuesday, April 07, 2009 2:53 PM To: [REDACTED] Subject: Your MINI Cooper Hi Robert, Thanks for your time today. As we discussed, please sign, date, and fax back a copy of the attached release to (866)604-4704 as soon as you can. The release is a requirement as your vehicle's warranty has expired. Upon receipt, I will contact MINI of Peabody to arrange goodwill repair of the power steering system, including power steering pump and the associated wiring harness. Also, if you can, please have the original release notarized and mailed back to me at your convenience. The address is: BMW of North America, LLC Attn: Scott Kuchta PO Box 1227 Westwood, NJ 07675-1227 Feel free to contact me at (201)263-8276 with any questions. Regards, Scott Kuchta Customer Relations and Services Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866)604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-GACZCI **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/07/2009 14:56:16
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: sw Gary King..see notes

Note Create Dt.	Note Created By	Note Type	Note
04/07/2009 14:56:37	Scott Kuchta	Dealer Interaction	Writer let [REDACTED] know that I spoke with the customer to let him know that we agree to goodwill the power steering repair, and as soon as I have signed release from him, I will be emailing repair authorization...Gary states that is fine [REDACTED] Writer advised the customer is supposed to be cancelling the insurance claim. Writer advised the repair auth will include instructions on getting reimbursed; it's done at warranty labor rates.

Activity Info

Activity #: 1-GAQ0UA **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/08/2009 10:45:26
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: see notes.

Note Create Dt.	Note Created By	Note Type	Note
04/08/2009 10:45:58	Scott Kuchta	Customer Interaction	From: Willis, Kathy [mailto:kwillis@NEASC.ORG] Sent: Wednesday, April 08, 2009 10:04 AM To: Kuchta Scott, V2-US-A-50 Subject: Our MINI Cooper Hello Scott, Thanks so much for your assistance in the repair for our MINI Cooper. We have signed the General Release and will have the form notarized and mailed to your attention. I will fax the signed release to your attention this morning. Kathy Kathy Willis Assistant to the Executive Director NEASC, 209 Burlington Road, Suite 201 Bedford, MA 01730 kwillis@neasc.org www.neasc.org 781-541-5406 NEASC: Celebrating 125 years 1885-2010 Demanding Excellence, Honoring Difference

Activity Info

Activity #: 1-GAQ0UE **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/08/2009 10:46:05
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: received signed general release from the customer.

Activity Info

Activity #: 1-GAQ0UG **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/08/2009 10:48:30
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: emailed repair authorization to Gary King, svc mgr..writer also called Gary and confirmed he has email and parts should be in today!

Note Create Dt.	Note Created	Note Type	Note
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	By		
04/08/2009 10:53:44	Scott Kuchta	Dealer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Wednesday, April 08, 2009 10:45 AM To: [REDACTED]ng' Subject: vin TJ56500 / Willis / 2004 MINI Cooper Hi Gary, Please see the attached Repair Authorization and let me know if you have any questions! The insurance company should no longer be involved with any aspect of this. Thanks Regards, Scott Kuchta Customer Relations and Services - SPI Consultant V2-US-A-50 Telephone (201)263-8267 (800)831-1117 *8267 Fax (866) 604-4704 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-GB8WAK
Status: Done
Type: Customer Interaction
Assigned To: Scott Kuchta
Created Dt: 04/08/2009 10:54:46
Created By: Scott Kuchta
Updated Dt: 04/08/2009 21:45:27
Updated By: fm DupCustRemoval
Description: writer let cust know about fax
receipt, and dealer awareness

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
04/08/2009 10:55:42	Scott Kuchta	Customer Interaction	From: Kuchta Scott, V2-US-A-50 Sent: Wednesday, April 08, 2009 10:53 AM To: 'Willis, Kathy' Subject: RE: Our MINI Cooper Hi Kathy, I received your fax and I have spoken with [REDACTED] over at MINI Peabody....the parts should be in soon -- probably today. He or your service advisor will keep in touch. Scott ----- From: Willis, Kathy [mailto:kwillis@NEASC.ORG] Sent: Wednesday, April 08, 2009 10:48 AM To: Kuchta Scott, V2-US-A-50 Subject: RE: Our MINI Cooper Thanks, Scott. Kathy



Service Request Detail #:1-59509101

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
City/State/Zip: AVENTURA, FL [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage:
Last Sale Date: 01/04/2003 00:00:00
In Service Date: 01/04/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 1-59509101
Make: MINI
Vehicle Category: Automobile
Source: Dealer
Type: Inquiry
Current Status: Closed
Date Opened: 04/21/2003 11:28:46
Created By: Brian Babcock
Rep Assigned: Brian Babcock
Assigned Dealer:
Identified Dealer:
Date Closed: 04/21/2003 11:31:48

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SV06	TECHNICAL ASSISTANCE / INFORMATION	3100	3100	FRONT SUSPENSION, SHOCKS, CONTROL ARMS - GENERAL

Issue Note:

Issue

Is accident related to recall?

Solution Note:

Date	Created By	Solution
04/21/2003 11:31:16	Brian Babcock	Closed. Forward to Special Product Investigation.

Activity Info

Activity #: 1-ZFHJ6
Status: Done
Type: General
Assigned To: Brian Babcock
Created Dt: 04/21/2003 11:29:33
Created By: Brian Babcock
Updated Dt: 03/21/2004 17:48:37
Updated By: fm DupCustRemoval
Description: Is accident related to recall?

Email Body:



Service Request Detail #:200810002721

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Poplar Grove, AR [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2002
Model: Cooper S
Mileage: 80000
Last Sale Date: 02/20/2005 00:00:00
In Service Date: 08/31/2002 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 200810002721
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: Complaint
Current Status: Closed
Date Opened: 04/09/2008 14:37:01
Created By: Rebecca Stern
Rep Assigned: Allison Davis
Assigned Dealer: Roadshow MINI 56802
Identified Dealer: Roadshow MINI 56802
Date Closed: 04/18/2008 14:40:35

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN-INQUIRY/COMPLAINT	1700	1741	COOLING SYSTEM COMPONENTS ELECTRIC AUXILLARY FAN

Issue Note:

Issue

cci sttd 2 weeks ago power steering stops and smoke comes out of the hood

Solution Note:

Date	Created By	Solution
04/18/2008 14:40:27	Allison Davis	adv carrie of randy calling in.
04/17/2008 11:40:54	Hank DiSalvo	transfd Randy to Carries' vm per request
04/09/2008 15:12:51	Jay Hanson	Closed. Refer to Special Product Investigation for resolution.

Activity Info

Activity #: 1-C5AS8Y **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Rebecca Stern
Created Dt: 04/09/2008 14:37:32
Created By: Rebecca Stern
Updated Dt: 04/09/2008 14:55:35
Updated By: Rebecca Stern
Description: cci sttd 2 weeks ago power steering stops and smoke comes out of the hood and then a fire started, fire started four times after

Note Create Dt.	Note Created By	Note Type	Note
04/09/2008	Rebecca	Customer	cust tried to put this out. cust sttd he phoned the dlr, sttd there was an auxillary fan losing power and the fuse catches on fire. cust sttd man in the parts dept at the dlr and they sttd it was the fan that probably caught fire, car hasnt been inspected by dlrshp yet. cust spk to Randy

14:37:46	Stern	Interaction	Plummer, SM at dlrshp. Randy advised cust to call CR. no one was injured during fire. cust sttd the car caught fire two weeks ago. car is currently at a GM Toyota Dlrshp, where the cust works, it is in the shop now. car hasnt been looked at by a MINI dlr.
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Activity Info

Activity #: 1-C5C9RR **Email Body:**
Status: Done
Type: General
Assigned To: DCS NET
Created Dt: 04/09/2008 14:52:26
Created By: DCS NET
Updated Dt: 04/09/2008 15:12:39
Updated By: Jay Hanson
Description: Dealer Created Activity

Note Create Dt.	Note Created By	Note Type	Note
04/09/2008 14:52:26	DCS NET	Dealer Interaction	Viewed Service Request information: Dealer 56802 on Wed Apr 09 14:52:24 EDT 2008

Activity Info

Activity #: 1-C5ASF3 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Rebecca Stern
Created Dt: 04/09/2008 14:54:46
Created By: Rebecca Stern
Updated Dt: 04/09/2008 14:55:33
Updated By: Rebecca Stern
Description: wrtr emailed Carrie M, returning on Thursday, see notes

Note Create Dt.	Note Created By	Note Type	Note
04/09/2008 14:54:58	Rebecca Stern	Corporate Interaction	Hi Carrie, Mr. [REDACTED], AR [REDACTED] VIN: WMWRE33422T [REDACTED] 2002 BMW Cooper S Miles: 80,000 Customer stated he was driving into his drive way when the power steering went out and the engine compartment started to smoke. Customer stated he got out and got water and tried to stop the fire, customer stated the fire came back four times. Customer stated no one was injured. Customer stated the vehicle is currently at a General Motors Toyota Dealership where mr. Wood works. Customer stated the vehicle has not been inspected by a MINI dealership yet. Customer stated he has contacted Randy Plummer, Sevice Manager at Roadshow MINI. Kind Regards, Rebecca Stern Customer Relations and Services Specialist Telephone (614) 718-6930 (800) 831-1117*6930 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-C8J8QT **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Hank DiSalvo
Created Dt: 04/17/2008 11:38:23
Created By: Hank DiSalvo
Updated Dt: 04/17/2008 11:40:26
Updated By: Hank DiSalvo
Description: Randy cf dealer

Note Create Dt.	Note Created By	Note Type	Note
04/17/2008 11:39:15	Hank DiSalvo	Dealer Interaction	wanted to know who was working on case...i advsd its been assigned to corp and Carrie is prob case manager

Activity Info

Activity #: 1-C9AIHK **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Allison Davis
Created Dt: 04/18/2008 14:36:03
Created By: Allison Davis
Updated Dt: 04/18/2008 14:40:23
Updated By: Allison Davis
Description: Randy from roadshow called in.

Note Create Dt.	Note Created By	Note Type	Note
04/18/2008 14:36:15	Allison Davis	Dealer Interaction	Power steering pump has failed and the customer has caught fire 4 times. Randy stts it would probably be best to have SPI look at vehicle, but when it was supposed to be inspected by SPI rep, the cust had problems getting veh there on time. adv would email Carrie and have her or the case manager follow up.

Activity Info

Activity #: 1-C9AIHN **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Allison Davis
Created Dt: 04/18/2008 14:40:04
Created By: Allison Davis
Updated Dt: 04/18/2008 14:40:20
Updated By: Allison Davis
Description: Wrtr sent email to Carrie at CORE.

Note Create Dt.	Note Created By	Note Type	Note
04/18/2008 14:40:17	Allison Davis	Corporate Interaction	Hi Carrie, Hope all is well with you! I just wanted to let you know that Randy, the service manager at Roadshow MINI, called in stating that the vehicle has caught fire 4 different times and he was supposed to have an SPI rep inspect the vehicle but the customer had issues getting the vehicle there on time. Randy is wanting another SPI rep to come inspect the vehicle, and would like a call back when available. Thank you! I advised him I would send you an email and if you werent the case manager then you could advise whoever is accordingly! Have a great weekend! Kind Regards, Allison Davis Customer Relations and Services MINI Specialist Phone Number (614) 718-6945 (800) 831-1117*6945 Fax (614) 789-1992 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227



Service Request Detail #:201127200940

Customer Info:

Name: ██████████
Pref. Comm. Method: ██████████
Work #: --
Home #: --
Cell #: ██████████
 ██████████ ██████████
 ██████████ ██████████
City/State/Zip: Fairborn, OH ██████████

Vehicle Info:

Chassis # (US): T ██████████
Chassis # (Non-US): ██████████
Year: 2003
Model: Cooper
Mileage: ██████████
Last Sale Date: 04/05/2003 00:00:00
In Service Date: 04/05/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201127200940
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 09/29/2011 17:43:09
Created By: Brooke Julian
Rep Assigned: Jay Hanson
Assigned Dealer: ██████████
Identified Dealer: Cincinnati MINI 96717
Date Closed: 10/10/2011 13:42:14

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire

Issue Note:

Issue
 Vehicle caught on fire

Solution Note:

Date	Created By	Solution
10/10/2011 13:41:39	Jay Hanson	Goodwill for necessary repairs. Received signed general release. No inspection necessary.

Activity Info

Activity #: 1-XS5IV4 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Brooke Julian
Created Dt: 09/29/2011 17:45:26
Created By: Brooke Julian
Updated Dt: 09/30/2011 11:53:17
Updated By: Nellie Arencibia
Description: Vehicle caught on fire >>

Note Create Dt.	Note Created By	Note Type	Note
09/29/2011 17:45:32	Brooke Julian	Customer Interaction	cust mother ██████████ ci stts daughters vehicle caught on fire last week. c/s nobody was in vehicle/injured. c/s veh was towed to Voss Village BMW/Cadillac- (937)425-6821 vehicle has not been inspected yet. best contact- ██████████ ██████████ - ██████████ (father)

Activity Info

Activity #: 1-XUM4U0 **Email Body:**
Status: Done
Type: Customer Interaction

Assigned To: Jay Hanson
Created Dt: 10/04/2011 10:47:21
Created By: Jay Hanson
Updated Dt: 10/04/2011 10:47:58
Updated By: Jay Hanson
Description: Left vm for ██████████

Activity Info

Activity #: 1-XV59JP **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/04/2011 15:09:27
Created By: Jay Hanson
Updated Dt: 10/04/2011 15:23:04
Updated By: Jay Hanson
Description: ██████████ called - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/04/2011 15:12:09	Jay Hanson	Customer Interaction	Said her daughter purchased the vehicle from a large used car dealer in Dayton, OH, about six months ago. Said she was driving from her work to a restaurant at night when she noticed faint smoke coming from the hood. Said she thought it was just the hot engine giving off steam because it was a cold evening. Said she parked the vehicle in the restaurant's parking lot. Said less than five minutes later someone came in looking for the owner of the MINI. Said she and her friends went outside and saw a lot of smoke coming from underneath the engine compartment of the MINI. Said a couple of people sprayed fire extinguishers into the engine compartment from underneath until the smoke stopped. Said the vehicle was towed to a storage facility where it sat for three days, then to the dealer where the vehicle was purchased. The dealer eventually gave up trying to diagnose or repair the vehicle and it was sent to Village Voss BMW in Dayton. She said they told her the problem has to do with the steering. Said she has a third party warranty on the vehicle but was told this was not covered. Writer advised the customer he would follow up with the dealer and get a clearer diagnosis and respond.

Activity Info

Activity #: 1-XWDQFY **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/06/2011 16:15:59
Created By: Jay Hanson
Updated Dt: 10/06/2011 16:17:52
Updated By: Jay Hanson
Description: Spoke with Tate - service advisor at Village Voss BMW. See notes

Note Create Dt.	Note Created By	Note Type	Note
10/06/2011 16:16:24	Jay Hanson	Dealer Interaction	Said the thermal damage affected the EPS, its fan and associated wiring. Writer advised Tate that MINI would be assuming responsibility for the necessary repairs. Advised him not to proceed with anything related to the insurance claim, but to wait for a repair authorization from MINI USA.

Activity Info

Activity #: 1-XWDQG2 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson

Created Dt: 10/06/2011 16:17:52
Created By: Jay Hanson
Updated Dt: 10/06/2011 16:19:44
Updated By: Jay Hanson
Description: Spoke with Mary Beth Van Hoose
 - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/06/2011 16:18:19	Jay Hanson	Customer Interaction	Advised her that MINI would cover the necessary repairs upon receipt of a signed general release. Advised her to contact her insurance company and cancel the claim. MBVH asked the writer to call the customer () and speak with her about it - the vehicle is in her name.

Activity Info

Activity #: 1-XWDQG6 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/06/2011 16:19:44
Created By: Jay Hanson
Updated Dt: 10/06/2011 16:19:44
Updated By: Jay Hanson
Description: Spoke with () and explained the offer. OK to email release.

Activity Info

Activity #: 1-XWDQG8 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/06/2011 16:21:00
Created By: Jay Hanson
Updated Dt: 10/06/2011 16:21:23
Updated By: Jay Hanson
Description: Email to () with release - see notes

Note Create Dt.	Note Created By	Note Type	Note
10/06/2011 16:21:15	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Thursday, October 06, 2011 2:51 PM To: () Subject: From MINI USA Importance: High Ms. (): As we discussed, please review, sign and return the attached release either by fax to (866) 796-3479 or to this email address as soon as you can. Upon receipt, I will contact Village Voss BMW to authorize the replacement of the thermally damaged components. After you have returned the signed copy of the release by fax or email, please have the original notarized and mailed back to me at your convenience. The address is: MINI USA Attn: Jay Hanson PO BOX 1227 Westwood, NJ 07675 Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Jay L. Hanson Executive Customer Assistance Manager MINI USA Customer Relations and Services Telephone (201) 263-8246 (800) 831-1117 ext. 8246 Fax (866) 796-3479 E-mail Jay.Hanson@bmwna.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-XX24LD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 08:59:31
Created By: Jay Hanson

Updated Dt: 10/07/2011 08:59:31
Updated By: Jay Hanson
Description: Received signed release

Activity Info

Activity #: 1-XX24LF **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 09:08:37
Created By: Jay Hanson
Updated Dt: 10/07/2011 09:08:37
Updated By: Jay Hanson
Description: Left message for Tate in Voss Village BMW service

Activity Info

Activity #: 1-XX258L **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 13:26:45
Created By: Jay Hanson
Updated Dt: 10/07/2011 13:26:45
Updated By: Jay Hanson
Description: Spoke with Tate and advised him of the agreement with the customer. OK to fax Repair Authorization.

Activity Info

Activity #: 1-XX258N **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 13:30:24
Created By: Jay Hanson
Updated Dt: 10/07/2011 13:30:24
Updated By: Jay Hanson
Description: Sent repair authorization to Tate at Voss Village BMW

Activity Info

Activity #: 1-XXHYEZ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 13:33:44
Created By: Jay Hanson
Updated Dt: 10/07/2011 13:34:08
Updated By: Jay Hanson
Description: Email to customer - see notes

Note Create Dt.	Note Created By	Note Type	Note

10/07/2011 13:33:58	Jay Hanson	Customer Interaction	From: Hanson Jay, V2-US-A-50 Sent: Friday, October 07, 2011 1:33 PM To: [REDACTED] Subject: From MINI USA Importance: High Ms. Wrasman: I just wanted to let you know that I received the signed release you sent. I have in turn sent a repair authorization to Tate at Voss Village BMW. If you have any questions about when your vehicle will be repaired and made ready for pick-up, you should contact him. He is your best source of information. Thank you again for your patience and cooperation. Regards, Jay Hanson 201.263.8246
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Activity Info

Activity #: 1-XXHYF3 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Jay Hanson
Created Dt: 10/07/2011 13:34:54
Created By: Jay Hanson
Updated Dt: 10/07/2011 13:35:14
Updated By: Jay Hanson
Description: Fax delivery confirmation

Note Create Dt.	Note Created By	Note Type	Note
10/07/2011 13:35:05	Jay Hanson	Dealer Interaction	From: support@easylink.com [mailto:support@easylink.com] Sent: Friday, October 07, 2011 1:33 PM To: Hanson Jay, V2-US-A-50 Subject: Delivery Notice: DELIVERY NOTICE Your message was received at: Date and time of receipt: October 07, 2011 17:30:44 GMT Received from: jay.hanson@bmwna.com Called fax machine identifier: 937 425 6820 Subject of message: Delivery Information: Delivered to: 19374256820 (United States) Date and time of delivery: October 07, 2011 17:32:44 GMT Number of pages delivered: 3 Delivery was made on attempt #: 1 Your Document Reference #: 0751000112806304100 For assistance, please contact EasyLink Customer Support: http://www.easylink.com/support Thank you for using EasyLink.



Service Request Detail #:201210300143

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Marietta, GA [REDACTED]

Vehicle Info:

Chassis # (US): [REDACTED]
Chassis # (Non-US):
Year: 2003
Model: Cooper
Mileage: 83500
Last Sale Date: 02/20/2003 00:00:00
In Service Date: 02/20/2003 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201210300143
Make: MINI
Vehicle Category: Automobile
Source: Phone
Type: SPI
Current Status: Closed
Date Opened: 04/12/2012 09:54:38
Created By: Zach Little
Rep Assigned: Michael Discepolo
Assigned Dealer:
Identified Dealer: Checkered Flag MINI 25244
Date Closed: 05/17/2012 13:00:15

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
PA01	SPECIAL PRODUCT INVESTIGATION	FK01	FK09	SPI - Fire
SV07	GOODWILL ASSISTANCE REQUEST	6500	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Issue Note:

Issue

veh experienced thermal event while in parking lot recently>>

Solution Note:

Date	Created By	Solution
05/17/2012 13:00:06	Michael Discepolo	BMW NA agreed to cover the cost of the thermally damaged components. BMW NA conducted a TSE inspection and agreed to cover the cost of the SRS light repair as GW. Customer signed a general release. Repairs authorized through Checkered Flag MINI.
05/08/2012 13:50:46	Michael Discepolo	BMW NA agreed to cover the cost of the thermally damaged components. BMW NA conducted a TSE inspection and agreed to cover the cost of the SRS light repair as GW. Customer signed a general release. Repairs authorized through Checkered Flag MINI.

Activity Info

Activity #: 1-2270530137
Status: Done
Type: Email - Inbound
Assigned To: Rachael Schultz
Created Dt: 04/12/2012 01:05:15
Created By: Siebel Administrator
Updated Dt: 04/12/2012 14:37:47
Updated By: Rachael Schultz
Description: How can I get one

Email Body:

First name: S [REDACTED] Phone: 770-971-2699 Vin: WMWRC33423T [REDACTED] Question / Comment: On March 25, 2012 while I was on an out-of-state trip, my car caught fire while parked on a city street in Portsmouth, Virginia. A passerby noticed smoke and flames and called the fire department who put out the fire. The car was towed to a MINI dealer in Virginia Beach, VA who diagnosed that the auxiliary power steering cooling fan failed. The total repairs are estimated at approximately \$3700. There will be an additional cost to return the car to me where I live in Marietta, Georgia. I am requesting that MINI USA be responsible for the cost of all repairs and the expense to return the car to my home. The car is currently sitting unrepaired at the dealer's in Virginia. Due to the grave danger created by this faulty part, I am also requesting that MINI USA do a recall. I like this car but do not want to fear for my life or that of others. Sincerely, [REDACTED]

Activity Info

Activity #: 1-11JQSOP
Status: Done

Email Body:

Type: Customer Interaction
Assigned To: Zach Little
Created Dt: 04/12/2012 09:55:07
Created By: Zach Little
Updated Dt: 04/12/2012 09:56:13
Updated By: Zach Little
Description: veh experienced thermal event while in parking lot recently>>

Note Create Dt.	Note Created By	Note Type	Note
04/12/2012 09:55:19	Zach Little	Customer Interaction	83500 Checkered Flag MINI- Virginia Beach cust states she is not the org owner cust states she bought it from the original owner cust states the veh caught on fire while it was parked cust states no one was injured when this occurred cust states she was inside a building and when she came out the fire dept was putting the her veh fire out cust states dlr told her the issue was a failed aux power steering cooling fan cust states the power steering pump, engine wiring harness, and the power steering hose need to be replaced est repair \$3800 cust states she lives in GA and would like for MINI USA to arrange for towing charges to be covered as well writ adv will get info to superiors and cust can expect follow up in 3-5 bus days [REDACTED] cust contact number

Activity Info

Activity #: 1-11L6ELS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/13/2012 16:58:08
Created By: Michael Discepolo
Updated Dt: 04/13/2012 16:58:08
Updated By: Michael Discepolo
Description: I left the customer a voicemail requesting a call back

Activity Info

Activity #: 1-11L6ELU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/13/2012 17:13:26
Created By: Michael Discepolo
Updated Dt: 04/13/2012 17:59:39
Updated By: Michael Discepolo
Description: I interviewed the customer (See note)

Note Create Dt.	Note Created By	Note Type	Note
04/13/2012 17:13:37	Michael Discepolo	Customer Interaction	The customer states that she was parked outside of a theatre when this incident occurred. The customer states that she had driven the car for 30 - 45 minutes to a theatre in VA before the incident occurred. The customer parked and locked the vehicle. She entered the theatre and was only in there for about 10 - 15 minutes before somebody announced that a MINI Cooper was on fire in the parking lot. The customer went outside to find her vehicle was smoking from under the hood and there were flames coming from underneath the front tires. The fire department had been called and arrived shortly to extinguish the fire. Nobody was injured. The vehicle was towed to Checkered Flag MINI and it was determined that the auxiliary cooling fan for the power steering pump had failed. This led to the damage within the vehicle to the power steering pump and electrical harness. The customer states that she has a repair estimate for the damage and I requested that she provide it to me. The customer states that she has involved her insurance company but has halted them because she feels that this is a manufacturing defect and wants us to look into it. The customer states that there were no indications of anything amiss in the weeks prior, however she has had recurring issues with her airbag light and it came on shortly prior to the incident. The customer

states that she also had her electrical harness replaced in 2010 and thought that this might be related to the incident. I advised the customer that I would forward her repair estimate and information along to PA and get back to her with how we would like to proceed.

Activity Info

Activity #: 1-11M07KB **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 11:05:54
Created By: Michael Discepolo
Updated Dt: 04/16/2012 11:11:18
Updated By: Michael Discepolo
Description: The customer sent me the repair estimate

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 11:06:16	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Friday, April 13, 2012 11:50 PM To: Discepolo Michael, V2-US-A-50 Subject: Re: Your MINI USA Contact Hi Mike, Thank you for your phone call earlier today. Attached is the recommended action plan from Checkered Flag Mini in Virginia Beach where my car was towed the day after the fire. [REDACTED] -

Activity Info

Activity #: 1-11MAV8N **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 11:11:18
Created By: Michael Discepolo
Updated Dt: 04/16/2012 11:11:40
Updated By: Michael Discepolo
Description: Requesting recommended procedure from PA

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 11:11:32	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Monday, April 16, 2012 11:05 AM To: Yeldham Mark, EL-5-US-4 Subject: [REDACTED] - Thermal Event Question Hi Mark, This customer contacted us regarding her 2003 MINI Cooper. The customer had been driving for about 45 minutes and parked her car. About 10 minutes later she was notified that the vehicle was on fire. She brought it to Checkered Flag MINI and they diagnosed the issue as a failure of the auxiliary power steering pump cooling fan. Please see attached for their repair estimates. I was seeking your opinion for the best way to proceed with this case. Please advise. Thank you very much! Kind regards, Mike Discepolo Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-11MN200 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 16:45:54
Created By: Michael Discepolo
Updated Dt: 04/16/2012 16:46:23
Updated By: Michael Discepolo
Description: Response from Mark

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 16:46:04	Michael Discepolo	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Monday, April 16, 2012 12:01 PM To: Discepolo Michael, V2-US-A-50 Subject: RE: [REDACTED] - Thermal Event Question Mike, The best thing to do is have the dealer take a few photos that show the damage and the specific damage to the pump. We van then proceed with an SPI Non-inspection. Was the car in the recall range and hopefully not already performed? Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-11MN2OS **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 16:46:23
Created By: Michael Discepolo
Updated Dt: 04/16/2012 16:46:48
Updated By: Michael Discepolo
Description: Response to Mark

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 16:46:33	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Monday, April 16, 2012 1:00 PM To: Yeldham Mark, EL-5-US-4 Subject: RE: [REDACTED] 614 - Thermal Event Question Hey Mark, I will reach out to the dealer for photos. The vehicle has no recalls related to the power steering pump. The only recall was 04E-A01 for DME reprogramming. Mike

Activity Info

Activity #: 1-11MN2OW **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 16:46:48
Created By: Michael Discepolo
Updated Dt: 04/16/2012 16:47:00
Updated By: Michael Discepolo
Description: Response from Mark

Note Create Dt.	Note Created By	Note Type	Note
04/16/2012 16:46:57	Michael Discepolo	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Monday, April 16, 2012 2:41 PM To: Discepolo Michael, V2-US-A-50 Subject: RE: [REDACTED] - Thermal Event Question I'm sorry. I meant to write the fan, not the pump. They allege failure of the power steering cooling fan, and the dealer found nothing logged in it? Let's wait to see photos. Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-11MN2P0 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/16/2012 16:54:55
Created By: Michael Discepolo
Updated Dt: 04/16/2012 16:55:48
Updated By: Michael Discepolo
Description: I spoke with Frank at Checkered Flag MINI and requested he provide me with photographs

Activity Info

Activity #: 1-11NFGPW **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/17/2012 15:23:50
Created By: Michael Discepolo
Updated Dt: 04/17/2012 15:25:30
Updated By: Michael Discepolo
Description: Frank sent me three pictures

Note Create Dt.	Note Created By	Note Type	Note
04/17/2012 15:23:59	Michael Discepolo	Dealer Interaction	-----Original Message----- From: Frank Lindsay [mailto:flindsay@checkeredflag.com] Sent: Tuesday, April 17, 2012 10:16 AM To: Discepolo Michael, V2-US-A-50 Subject: FW: P/s pump HERE ARE THE PICKS FROM [REDACTED] CAR. Frank Lindsay MINI ASM Checkered Flag MINI 5225 Virginia Beach blvd, VA 23462

Activity Info

Activity #: 1-11NFGV0 **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/17/2012 15:25:30
Created By: Michael Discepolo
Updated Dt: 04/17/2012 15:25:30
Updated By: Michael Discepolo
Description: The customer left me a voicemail requesting an update

Activity Info

Activity #: 1-11NFGV2 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/17/2012 15:26:14
Created By: Michael Discepolo
Updated Dt: 04/17/2012 15:27:25
Updated By: Michael Discepolo
Description: I sent the pictures to Mark

Note Create Dt.	Note Created By	Note Type	Note
04/17/2012 15:26:26	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Tuesday, April 17, 2012 3:25 PM To: Yeldham Mark, EL-5-US-4 Subject: RE: [REDACTED] - Thermal Event Question Mark, These are the pictures that the dealer sent to me. Mike

Activity Info

Activity #: 1-11NEIOD **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/17/2012 17:57:45
Created By: Michael Discepolo
Updated Dt: 04/17/2012 17:58:00
Updated By: Michael Discepolo
Description: I updated the customer regarding our progress

Activity Info

Activity #: 1-11NZAX7 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:55:35
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:56:32
Updated By: Michael Discepolo
Description: Response from PAS Mark

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 13:56:16	Michael Discepolo	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Tuesday, April 17, 2012 5:58 PM To: Discepolo Michael, V2-US-A-50 Subject: RE: [REDACTED] - Thermal Event Question As usual. Amazingly bad photos. It does look like an EHPS (electro-hydraulic power steering) failure at the power cables. Not the fan. Can you get an estimate? I expect it to be under \$2000. Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-11NZAXB **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:56:32
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:56:53
Updated By: Michael Discepolo
Description: Response to PAS Mark

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 13:56:42	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Tuesday, April 17, 2012 5:59 PM To: Yeldham Mark, EL-5-US-4 Subject: RE: [REDACTED] - Thermal Event Question Attached, \$3,528.57.

Activity Info

Activity #: 1-11NZAY9 **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:56:53
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:57:16
Updated By: Michael Discepolo
Description: Response from Mark

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 13:57:04	Michael Discepolo	Product Analysis Interaction	From: Yeldham Mark, EL-5-US-4 Sent: Tuesday, April 17, 2012 6:03 PM To: Discepolo Michael, V2-US-A-50 Subject: RE: [REDACTED] - Thermal Event Question Oh well. Wishful thinking. We are paying for rotors and pads? \$439.91 Mark Yeldham EL-5-US-4

Activity Info

Activity #: 1-11NZAYD **Email Body:**
Status: Done
Type: Product Analysis Interaction

Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:57:16
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:57:30
Updated By: Michael Discepolo
Description: Response to Mark

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 13:57:26	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Tuesday, April 17, 2012 6:13 PM To: Yeldham Mark, EL-5-US-4 Subject: RE: [REDACTED] - Thermal Event Question I wouldn't pay for those. If we are assuming responsibility for this, I would pay for the thermal damage and the tow to the center.

Activity Info

Activity #: 1-11NZAYH **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:57:30
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:57:47
Updated By: Michael Discepolo
Description: I spoke with Mark and confirmed we would pay for the customer's repair

Activity Info

Activity #: 1-11NZAYK **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 13:58:56
Created By: Michael Discepolo
Updated Dt: 04/18/2012 13:59:11
Updated By: Michael Discepolo
Description: I left a voicemail for the customer requesting a call back

Activity Info

Activity #: 1-11OD0GX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 18:06:27
Created By: Michael Discepolo
Updated Dt: 04/18/2012 18:09:26
Updated By: Michael Discepolo
Description: I spoke with the customer and informed her that we would take responsibility for the repairs. The customer states that she lives in GA and wants to >

Note Create Dt.	Note Created By	Note Type	Note
			know how to get the vehicle transported to her. I advised her that if she could provide me with a

04/18/2012 18:06:54	Michael Discepolo	Customer Interaction	transportation estimate I would take it into consideration. The customer stated that she also has had an issue with an intermittent airbag warning light. The customer states that this is the 3rd time it has happened and wanted to know if we would cover that. I stated that this is not something that would be related to the incident at hand, but that we could look into a TSE inspection for her.
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Activity Info

Activity #: 1-11OD0H1 **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 18:09:26
Created By: Michael Discepolo
Updated Dt: 04/18/2012 18:14:03
Updated By: Michael Discepolo
Description: MJ updating field regarding case assignment

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 18:09:39	Michael Discepolo	Corporate Interaction	From: Trainor Mary Jane, V2-US-A-50 Sent: Wednesday, April 18, 2012 3:03 PM To: Sime Brian, V2-US-A-25 Cc: Discepolo Michael, V2-US-A-50 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Hi Brian, I received your CIS for [REDACTED]. This SPI case has been assigned to Michael Discepolo -T: 201-263-8248, Email: Michael.Discepolo@bmwnaext.com, feel free to forward his contact information to the respective parties. This case also came in through Ohio on 4/12. Thank you and have a great day, Mary Jane Trainor BMW of North America, LLC Customer Relations and Services Special Product Investigation Coordinator Telephone (201) 263-8265 (800) 831-1117*8265 Fax (866) 811-1380 E-mail Mary-Jane.Trainor@bmwnacr.com Postal Address P.O. Box 1227 Westwood, NJ 07675-1227

Activity Info

Activity #: 1-11OD0HF **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/18/2012 18:14:03
Created By: Michael Discepolo
Updated Dt: 04/18/2012 18:14:39
Updated By: Michael Discepolo
Description: Requesting assistance with airbag light concern from TSE Brian

Note Create Dt.	Note Created By	Note Type	Note
04/18/2012 18:14:22	Michael Discepolo	Field Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Wednesday, April 18, 2012 6:14 PM To: Trainor Mary Jane, V2-US-A-50; Sime Brian, V2-US-A-25 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Hi Brian, Are you the servicing TSE for Checkered Flag? If so, I could really use your help. Just so you know, we have already agreed to help Mrs. [REDACTED] out with the thermal event and are working towards getting this taken care of. However, Mrs. [REDACTED] did bring up that her airbag light is on in her vehicle for the third time. The customer mentioned a recall which I don't see anything about. However, if you check out DCS there have been some repeat repairs for that light. Do you think you could possibly find time to inspect the vehicle while it's at Checkered Flag? It's unrelated to the thermal event so I'm limited in what I'm able to do. Perhaps you could review with your AMM or TSM and get back to me? Please let me know. Thanks very much in advance! Kind regards, Mike Discepolo Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-11OT08E **Email Body:**

Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 10:54:50
Created By: Michael Discepolo
Updated Dt: 04/19/2012 10:55:12
Updated By: Michael Discepolo
Description: Response from TSE Brian - will inspect vehicle

Note Create Dt.	Note Created By	Note Type	Note
04/19/2012 10:55:06	Michael Discepolo	Field Interaction	From: Sime Brian, V2-US-A-25 Sent: Thursday, April 19, 2012 7:30 AM To: Discepolo Michael, V2-US-A-50; Trainor Mary Jane, V2-US-A-50 Cc: Wexler William, V2-US-A-25; Fennell Patrick, V2-US-V-1-M Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Mike, I will have a look at the car tomorrow at Checkered Flag MINI and scope things out. Its ultimately up to the MINI AAM if he wants to provide goodwill. Attached are pictures of the vehicle dealer and customer took. If more pictures are needed, let me know. Thanks, Brian Regards, Brian Sime Technical Support Engineer TTL Eastern Region Area 16/17 Virginia, Maryland DC metro BMW of North America, LLC [REDACTED] cell (540) 937-3465 office (855) 281-5617 fax Brian.sime@bmwna.com

Activity Info

Activity #: 1-110T08I **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 11:02:40
Created By: Michael Discepolo
Updated Dt: 04/19/2012 11:04:21
Updated By: Michael Discepolo
Description: Response to field

Note Create Dt.	Note Created By	Note Type	Note
04/19/2012 11:02:59	Michael Discepolo	Field Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Thursday, April 19, 2012 11:02 AM To: Sime Brian, V2-US-A-25 Cc: Wexler William, V2-US-A-25; Fennell Patrick, V2-US-V-1-M Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Brian, That would be great, thank you. Do you want me to reach out to Global Imports for the records regarding the previous repairs? Thanks again. Kind regards, Mike Discepolo Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-110TODG **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 13:27:32
Created By: Michael Discepolo
Updated Dt: 04/19/2012 13:27:59
Updated By: Michael Discepolo
Description: Response from TSE Brian

Note Create Dt.	Note Created By	Note Type	Note
04/19/2012 13:27:48	Michael Discepolo	Field Interaction	From: Sime Brian, V2-US-A-25 Sent: Thursday, April 19, 2012 12:48 PM To: Discepolo Michael, V2-US-A-50 Cc: Wexler William, V2-US-A-25; Fennell Patrick, V2-US-V-1-M Subject: Re: CIS for VIN [REDACTED] / Checkered Flag MINI Yes, That would be helpful as the car is out of warranty. Regards, Brian Sime BMW of North America Technical Support Engineer Area 17

Virginia (703) 340-7502 Sent via BlackBerry

Activity Info

Activity #: 1-11P127K **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 13:27:59
Created By: Michael Discepolo
Updated Dt: 04/19/2012 13:28:26
Updated By: Michael Discepolo
Description: I left a voicemail for SM Joe Tucker at Global Imports MINI requesting the repair orders for the airbag light

Activity Info

Activity #: 1-11P8G5P **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 14:45:33
Created By: Michael Discepolo
Updated Dt: 04/19/2012 14:45:33
Updated By: Michael Discepolo
Description: I spoke with Joey and he agreed to send me the repair orders

Activity Info

Activity #: 1-11P8G5R **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 14:45:55
Created By: Michael Discepolo
Updated Dt: 04/19/2012 14:46:22
Updated By: Michael Discepolo
Description: Joey sent me the repair orders

Note Create Dt.	Note Created By	Note Type	Note
04/19/2012 14:46:05	Michael Discepolo	Dealer Interaction	-----Original Message----- From: Joey Tucker [mailto:Joey.Tucker@atlantamini.com] Sent: Thursday, April 19, 2012 2:24 PM To: Discepolo Michael, V2-US-A-50 Subject: RO's for [REDACTED]

Activity Info

Activity #: 1-11P8G5W **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/19/2012 14:49:29
Created By: Michael Discepolo
Updated Dt: 04/19/2012 14:50:18
Updated By: Michael Discepolo
Description: I forwarded the repair orders to TSE Brian

Note

04/20/2012 11:20:32	Michael Discepolo	Field Interaction	US-A-25 Cc: Wexler William, V2-US-A-25; Discepolo Michael, V2-US-A-50 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Ok thanks Brian. Patrick Fennell MINI Area Manager, D.C. 201-988-6023
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Activity Info

Activity #: 1-11Q2GMZ **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 14:17:44
Created By: Michael Discepolo
Updated Dt: 04/20/2012 14:18:42
Updated By: Michael Discepolo
Description: Response from TSE Brian regarding repair

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012 14:17:55	Michael Discepolo	Field Interaction	From: Sime Brian, V2-US-A-25 Sent: Friday, April 20, 2012 12:57 PM To: Fennell Patrick, V2-US-V-1-M Cc: Wexler William, V2-US-A-25; Discepolo Michael, V2-US-A-50 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Patrick, I inspected the car. The repair was done 2X at Global imports. The repair doesn't appear to be correct per the SIB. Checkered Flag MINI will remove all tape and inspect / replace splices and check integrity of circuit. Since it is a comeback from another store, not a warranty matter. I advised submitting it under goodwill. Pictures attached. Thanks, Brian Regards, Brian Sime Technical Support Engineer TTL Eastern Region Area 16/17 Virginia, Maryland DC metro BMW of North America, LLC (703) 340-7502 cell (540) 937-3465 office (855) 281-5617 fax Brian.sime@bmwna.com

Activity Info

Activity #: 1-11Q2GN3 **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 14:18:42
Created By: Michael Discepolo
Updated Dt: 04/20/2012 14:19:03
Updated By: Michael Discepolo
Description: Response to field

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012 14:18:56	Michael Discepolo	Field Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Friday, April 20, 2012 2:19 PM To: Sime Brian, V2-US-A-25; Fennell Patrick, V2-US-V-1-M Cc: Wexler William, V2-US-A-25 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Thanks Brian, I really appreciate you doing that so quickly. Patrick, if you could let me know what the final determination is regarding the repair so I could let the customer know, that would be great. Thanks again for the speedy response!! Kind regards, Mike Discepolo Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-11Q2H2T **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 16:22:37
Created By: Michael Discepolo
Updated Dt: 04/20/2012 16:23:09
Updated By: Michael Discepolo

Description: The customer sent me a follow up e-mail

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012 16:22:50	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Friday, April 20, 2012 3:21 PM To: Discepolo Michael, V2-US-A-50 Subject: Re: Your MINI USA Contact Hi Mike, I was referred to McNutt Automotive Logistics for transporting my car. The transport cost is \$543. The company did not send an attachment so I will forward their emailed estimate. While I understand that the recommended brake service is not due to the part failure, I am requesting that it be included in the recovery costs as a gesture of goodwill to offset and in exchange for the additional financial impact of the car fire. This request is based on my shouldering the costs of a temporary vehicle, towing of the car to the dealer for repair and the impact of diminished vehicle value. If possible I would like for repair payments to go directly to the dealer doing the repairs once the work is complete. Please confirm that any additional items directly related to the part failure/fire that might be found during the actual repairs will be included. I truly appreciate your help in getting my car back in safe driving order and to me. Best, [REDACTED]

Activity Info

Activity #: 1-11Q2H2X
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 16:23:09
Created By: Michael Discepolo
Updated Dt: 04/20/2012 16:24:01
Updated By: Michael Discepolo
Description: The customer sent me a transportation quote

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012 16:23:38	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Friday, April 20, 2012 3:23 PM To: Discepolo Michael, V2-US-A-50 Subject: Fwd: McNutt Quote Mike, This is the car transportation quote. [REDACTED] ----- Forwarded message ----- From: Date: Thu, Apr 19, 2012 at 10:25 AM Subject: McNutt Quote To: [REDACTED] Cc: sales@mcnuttransport.com Toll Free: 800-755-2324 Fax: 417-644-2920 Email: sales@mcnuttransport.com http://www.mcnutttransport.com Quote Details Pick Up Address Virginia Beach, VA 23462 Destination Address Marietta, GA 30068 Year Make Model Body Style Vehicle Operable VIN 2003 MINI Cooper Hardtop 2dr Cpe Yes 575 Miles, Total Price: \$543.00 McNutt Automotive Logistics Toll Free: 800-755-2324 Fax: 417-644-2920 Email: sales@mcnuttransport.com PO Box 207, Lowry City, Missouri 64763 http://www.mcnutttransport.com

Activity Info

Activity #: 1-11Q2H3B
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 16:24:01
Created By: Michael Discepolo
Updated Dt: 04/20/2012 16:32:09
Updated By: Michael Discepolo
Description: Response from AAM Patrick

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012	Michael	Field	From: Fennell Patrick, V2-US-V-1-M Sent: Friday, April 20, 2012 3:27 PM To: Discepolo Michael, V2-US-A-50; Sime Brian, V2-US-A-25 Cc: Wexler William, V2-US-A-25 Subject: RE: CIS for VIN TC42614 / Youngblood / Checkered Flag MINI Thanks Brian, I really appreciate your help with

16:31:36	Discepolo	Interaction	this one. Mike – Please proceed to let the customer know that we will cover this one under goodwill. Thanks, Patrick Patrick Fennell MINI Area Manager, D.C. 201-988-6023
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Activity Info

Activity #: 1-11Q2H3F **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 16:32:09
Created By: Michael Discepolo
Updated Dt: 04/20/2012 16:32:25
Updated By: Michael Discepolo
Description: Response to field

Note Create Dt.	Note Created By	Note Type	Note
04/20/2012 16:32:21	Michael Discepolo	Field Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Friday, April 20, 2012 4:07 PM To: Fennell Patrick, V2-US-V-1-M; Sime Brian, V2-US-A-25 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Thanks, you guys are great. I'll deal with the logistics of the thermal event from here on out. Have a great weekend. Mike

Activity Info

Activity #: 1-11Q2H3J **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/20/2012 16:33:53
Created By: Michael Discepolo
Updated Dt: 04/20/2012 16:33:53
Updated By: Michael Discepolo
Description: I left a voicemail for the customer requesting a call back

Activity Info

Activity #: 1-11R64BJ **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/23/2012 11:34:29
Created By: Michael Discepolo
Updated Dt: 04/23/2012 11:35:33
Updated By: Michael Discepolo
Description: I spoke with the customer (on 4/20/2012) and discussed what we were willing to cover. The customer agreed. I advised her I would send a release.

Activity Info

Activity #: 1-11R64CQ **Email Body:**
Status: Done
Type: Field Interaction
Assigned To: Michael Discepolo
Created Dt: 04/23/2012 11:35:33
Created By: Michael Discepolo
Updated Dt: 04/23/2012 11:36:50
Updated By: Michael Discepolo

Description: TSE Brian sent me an e-mail -
the dealer is seeking an update

Note Create Dt.	Note Created By	Note Type	Note
04/23/2012 11:35:49	Michael Discepolo	Field Interaction	<p>From: Sime Brian, V2-US-A-25 Sent: Monday, April 23, 2012 9:22 AM To: Discepolo Michael, V2-US-A-50 Cc: Todd Hartje; Wexler William, V2-US-A-25 Subject: FW: CIS for VIN [REDACTED] / Checkered Flag MINI Michael, Please update case with Mr. Hartje. Thanks, Brian From: Todd Hartje [mailto:todd.hartje@checkeredflag.com] Sent: Monday, April 23, 2012 9:22 AM To: Sime Brian, V2-US-A-25 Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI So are we doing the PS thermal event also? Todd Hartje Service and Parts Director Checkered Flag BMW/MINI todd.hartje@checkeredflag.com Telephone 757-490-1111 Direct 757-687-3572 Fax 757-687-3511 From: Brian.Sime@bmwna.com [mailto:Brian.Sime@bmwna.com] Sent: Monday, April 23, 2012 9:11 AM To: Todd Hartje Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI The repair was just performed at MINI of Atlanta and performed incorrectly (2X). Not really a warranty matter. We just want to take care of this for the customer since the car is at your store already. Cover it under goodwill 100%. Regards, Brian Sime Technical Support Engineer TTL Eastern Region Area 16/17 Virginia, Maryland DC metro BMW of North America, LLC (703) 340-7502 cell [REDACTED] office (855) 281-5617 fax Brian.sime@bmwna.com From: Todd Hartje [mailto:todd.hartje@checkeredflag.com] Sent: Monday, April 23, 2012 8:55 AM To: Sime Brian, V2-US-A-25 Subject: FW: CIS for VIN [REDACTED] / Checkered Flag MINI Why the air bag repair when the PS pump had a thermal event? Todd Hartje Service and Parts Director Checkered Flag BMW/MINI todd.hartje@checkeredflag.com Telephone 757-490-1111 Direct 757-687-3572 Fax 757-687-3511 From: Frank Lindsay Sent: Monday, April 23, 2012 8:53 AM To: Todd Hartje Subject: RE: CIS for VIN [REDACTED] / Checkered Flag MINI Air bag repair? We engine wiring harness, aux wiring harness, aux fan, ps pump, and two ps hoses. All damaged from the pump catching fire. I'm not aware of a SRS light issue. Frank Lindsay MINI ASM Checkered Flag MINI 5225 Virginia Beach blvd, VA 23462 From: Todd Hartje Sent: Friday, April 20, 2012 4:19 PM To: Frank Lindsay; Jenny Virgili; Gabriella Rodela Subject: FW: CIS for VIN [REDACTED] / Checkered Flag MINI Todd Hartje Service and Parts Director Checkered Flag BMW/MINI todd.hartje@checkeredflag.com Telephone 757-490-1111 Direct 757-687-3572 Fax 757-687-3511 From: Patrick.Fennell@miniusa.com [mailto:Patrick.Fennell@miniusa.com] Sent: Friday, April 20, 2012 3:31 PM To: Todd Hartje Cc: Brian.Sime@bmwna.com Subject: CIS for VIN [REDACTED] / Checkered Flag MINI Todd, Please be advised that we will be covering the airbag light repair (not related to thermal event) for this customer under goodwill. Thanks, Patrick Patrick Fennell MINI Area Manager, D.C. 201-988-6023</p>

Activity Info

Activity #: 1-11R64CU **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/23/2012 11:36:50
Created By: Michael Discepolo
Updated Dt: 04/23/2012 11:37:35
Updated By: Michael Discepolo
Description: Response to dealer/field

Note Create Dt.	Note Created By	Note Type	Note
04/23/2012 11:37:00	Michael Discepolo	Field Interaction	<p>From: Discepolo Michael, V2-US-A-50 Sent: Monday, April 23, 2012 11:37 AM To: Sime Brian, V2-US-A-25 Cc: Todd Hartje; Wexler William, V2-US-A-25 Subject: RE: CIS for VIN [REDACTED] / [REDACTED] / Checkered Flag MINI Good morning Todd, We will eventually be covering the cost of the thermally damaged components. Once I have received a signed release from the customer I will forward a repair authorization to your attention. Thanks very much. Kind regards, Mike Discepolo Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com</p>

Activity Info

Activity #: 1-11R64G7 **Email Body:**
Status: Done
Type: Dealer Interaction

Assigned To: Michael Discepolo
Created Dt: 04/23/2012 13:41:09
Created By: Michael Discepolo
Updated Dt: 04/23/2012 13:41:09
Updated By: Michael Discepolo
Description: I left a voicemail for Frank Lindsay requesting a call back

Activity Info

Activity #: 1-11ROI6Q **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/23/2012 17:15:24
Created By: Michael Discepolo
Updated Dt: 04/23/2012 17:15:47
Updated By: Michael Discepolo
Description: I spoke with Todd at the dealership. Todd states that they have their own transportation service they can sublet and add to a repair order.

Activity Info

Activity #: 1-11ROI8H **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/23/2012 17:18:05
Created By: Michael Discepolo
Updated Dt: 04/23/2012 17:19:48
Updated By: Michael Discepolo
Description: I updated the customer and advised her that I would send her our release tomorrow

Activity Info

Activity #: 1-11S4KYS **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/24/2012 11:40:08
Created By: Michael Discepolo
Updated Dt: 04/24/2012 11:41:07
Updated By: Michael Discepolo
Description: I sent the customer her release

Note Create Dt.	Note Created By	Note Type	Note
04/24/2012 11:40:28	Michael Discepolo	Customer Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Tuesday, April 24, 2012 11:39 AM To: [REDACTED] Subject: Your MINI USA Claim - Release For Your Signature Dear Ms. Youngblood: As discussed, please review, sign and fax or e-mail the following release to (201) 930-8484 or Michael.Discepolo@bmwnaext.com as soon as you can. Upon receipt, I will contact Checkered Flag MINI to arrange repair of the thermally damaged components. Also, please have the original notarized and mailed back to me at your convenience. The address is: BMW of North America, LLC Attn: Mike Discepolo PO BOX 1227 Westwood, NJ 07675 Please contact me with any questions. Your patience and cooperation have been greatly appreciated. Kind regards, Mike

Discepolo Executive Customer Assistance Manager MINI USA Customer Relations and Services
 Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-11S4KYW **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/24/2012 11:44:01
Created By: Michael Discepolo
Updated Dt: 04/24/2012 11:44:35
Updated By: Michael Discepolo
Description: Response from customer -
 incorrect name

Note Create Dt.	Note Created By	Note Type	Note
04/24/2012 11:44:13	Michael Discepolo	Customer Interaction	From [REDACTED]] Sent: Tuesday, April 24, 2012 11:42 AM To: Discepolo Michael, V2-US-A-50 Subject: Re: Your MINI USA Claim - Release For Your Signature Hi Mike, One needed correction on the release is that my name is [REDACTED] not [REDACTED]. Thanks, Sue

Activity Info

Activity #: 1-11S4L1I **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/24/2012 11:44:35
Created By: Michael Discepolo
Updated Dt: 04/24/2012 11:45:55
Updated By: Michael Discepolo
Description: Sent revised release to customer

Note Create Dt.	Note Created By	Note Type	Note
04/24/2012 11:44:51	Michael Discepolo	Customer Interaction	From: Discepolo Michael, V2-US-A-50 Sent: Tuesday, April 24, 2012 11:44 AM To: 'sue youngblood' Subject: RE: Your MINI USA Claim - Release For Your Signature Hello Ms. [REDACTED], My apologies, I just assumed. I've revised it accordingly. Kind regards, Mike Discepolo Executive Customer Assistance Manager MINI USA Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-11TC51Y **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 04/25/2012 16:47:26
Created By: Michael Discepolo
Updated Dt: 04/25/2012 16:48:11
Updated By: Michael Discepolo
Description: Update from customer

Note Create Dt.	Note Created By	Note Type	Note
04/25/2012 16:47:35	Michael Discepolo	Customer Interaction	From: sue youngblood [mailto:sue.youngblood@gmail.com] Sent: Wednesday, April 25, 2012 2:15 PM To: Discepolo Michael, V2-US-A-50 Subject: Re: Your MINI USA Claim - Release For Your Signature Hi Mike, I am working on this. Just had some questions for the dealer in Virginia Beach and my local dealer. Hope to have the paperwork to you by Friday. No problem on the

name...you weren't the first to mistakenly call me [REDACTED]

Activity Info

Activity #: 1-11YSFZX **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/02/2012 16:46:12
Created By: Michael Discepolo
Updated Dt: 05/02/2012 16:46:40
Updated By: Michael Discepolo
Description: I spoke with the customer. She stated she would be sending me the release shortly.

Activity Info

Activity #: 1-11YSG00 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/02/2012 16:46:40
Created By: Michael Discepolo
Updated Dt: 05/02/2012 16:49:43
Updated By: Michael Discepolo
Description: I received a voicemail from Todd at Checkered Flag MINI

Activity Info

Activity #: 1-11YSG2L **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/02/2012 16:57:42
Created By: Michael Discepolo
Updated Dt: 05/02/2012 16:58:53
Updated By: Michael Discepolo
Description: I spoke with Todd and he states that they already repaired vehicle. I advised him I had not sent repair authorization but I would once I had it. >

Note Create Dt.	Note Created By	Note Type	Note
05/02/2012 16:58:05	Michael Discepolo	Dealer Interaction	Todd wanted details regarding transporting the vehicle. I requested that Todd use their own service to have the vehicle reunited with the customer once I had sent the authorization. Todd stated ok.

Activity Info

Activity #: 1-120NH4Z **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/07/2012 10:57:33
Created By: Michael Discepolo
Updated Dt: 05/07/2012 10:58:44
Updated By: Michael Discepolo

Description: Customer sent me her signed release

Note Create Dt.	Note Created By	Note Type	Note
05/07/2012 10:57:48	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Friday, May 04, 2012 1:59 PM To: Discepolo Michael, V2-US-A-50 Subject: Re: Your MINI USA Claim - Release For Your Signature Hi Mike, Attached is a scan of the notorized general release. I was very surprised last Friday when I received an email from the Virginia Beach dealer that the car was ready. Will I hear from your or the dealer regarding coordination of the car being returned to Georgia? Thanks for assistance in getting the car repaired. [REDACTED]

Activity Info

Activity #: 1-121SFUW **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 05/07/2012 11:46:59
Created By: Michael Discepolo
Updated Dt: 05/07/2012 11:48:37
Updated By: Michael Discepolo
Description: Requesting guidance from Mark

Note Create Dt.	Note Created By	Note Type	Note
05/07/2012 11:47:13	Michael Discepolo	Product Analysis Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Monday, May 07, 2012 11:47 AM To: Yeldham Mark, EL-5-US-4 Subject: [REDACTED] - Repair Authorization Hi Mark, For this one (2003 MINI Cooper PSP thermal event), do you want any parts sent back to us? Please advise. Kind regards, Mike Discepolo Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-122150N **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/07/2012 17:50:33
Created By: Michael Discepolo
Updated Dt: 05/07/2012 17:50:57
Updated By: Michael Discepolo
Description: I left the customer a voicemail requesting a call back

Activity Info

Activity #: 1-122P7HC **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/08/2012 13:23:04
Created By: Michael Discepolo
Updated Dt: 05/08/2012 13:24:19
Updated By: Michael Discepolo
Description: I sent Todd the repair authorization

Note Create Dt.	Note Created By	Note Type	Note
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05/08/2012 13:23:22	Michael Discepolo	Dealer Interaction	<p>From: Discepolo Michael, B2-US-A-50 Sent: Tuesday, May 08, 2012 1:23 PM To: Todd Hartje Subject: [REDACTED] - Thermal Event Repair Authorization Hi Todd, I've attached a repair authorization for Ms. [REDACTED] vehicle. BMW will cover the parts, materials, & labor. Please have someone contact Ms [REDACTED] at [REDACTED] to arrange for repair as soon as possible. Please also assist the customer with transporting the vehicle back to her home. Please include this expense as a separate line item on the repair order. Should the customer need it, please supply alternate transportation through one of our preferred third-party rental car providers (Hertz or Enterprise), not to exceed \$40 a day. Please include this expense as a separate line item on the repair order. In addition to the documents mentioned in the attached Repair Authorization, please ensure that a copy of the "Closed RO" is made right after it is closed so it does not show "pre-invoice". The RO copy should also show the breakdown of charges at warranty rates. Everything you need should be on the repair authorization, including instructions for receiving your goodwill authorization through DCS once the repairs are completed. Thank you very much for your help. Should you have any questions, please don't hesitate to contact me. Kind regards, Mike Discepolo Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com</p>
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Activity Info

Activity #: 1-122P7HG **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/08/2012 13:24:19
Created By: Michael Discepolo
Updated Dt: 05/08/2012 13:33:31
Updated By: Michael Discepolo
Description: I left the customer a voicemail advising her that I had authorized her repair

Activity Info

Activity #: 1-122VHRD **Email Body:**
Status: Done
Type: Product Analysis Interaction
Assigned To: Michael Discepolo
Created Dt: 05/08/2012 13:47:34
Created By: Michael Discepolo
Updated Dt: 05/08/2012 13:47:49
Updated By: Michael Discepolo
Description: Advising PA that file has been closed

Note Create Dt.	Note Created By	Note Type	Note
05/08/2012 13:47:45	Michael Discepolo	Product Analysis Interaction	<p>From: Discepolo Michael, B2-US-A-50 Sent: Tuesday, May 08, 2012 1:47 PM To: DL-SPI_Assignment_PA Subject: [REDACTED] - Thermal Event - Closed This file has been closed by CR. Please see attached and properties. No inspection necessary. Kind regards, Mike Discepolo Executive Customer Assistance Manager BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 930-8484 E-mail: Michael.Discepolo@bmwnaext.com</p>

Activity Info

Activity #: 1-123EZGR **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/09/2012 10:47:50
Created By: Michael Discepolo
Updated Dt: 05/09/2012 10:48:11
Updated By: Michael Discepolo

Description: Todd quotes transportation costs of \$1,900.00

Note Create Dt.	Note Created By	Note Type	Note
05/09/2012 10:48:07	Michael Discepolo	Dealer Interaction	From: Todd Hartje [mailto:todd.hartje@checkeredflag.com] Sent: Wednesday, May 09, 2012 9:53 AM To: Discepolo Michael, B2-US-A-50 Subject: RE: [REDACTED] - Thermal Event Repair Authorization Michael The reunite is going to be \$1900.00 are we ok with that? Todd Hartje Service and Parts Director Checkered Flag BMW/MINI todd.hartje@checkeredflag.com Telephone 757-490-1111 Direct 757-687-3572 Fax 757-687-3511

Activity Info

Activity #: 1-123EZGV **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/09/2012 10:48:11
Created By: Michael Discepolo
Updated Dt: 05/09/2012 10:48:35
Updated By: Michael Discepolo
Description: I spoke with Todd. He stated this was the best his towing company could do.

Activity Info

Activity #: 1-123EZGY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/09/2012 10:48:35
Created By: Michael Discepolo
Updated Dt: 05/09/2012 10:50:29
Updated By: Michael Discepolo
Description: I spoke with the customer. I advised her that it would be much less expensive to transport the vehicle using the service she had quoted previously. >

Note Create Dt.	Note Created By	Note Type	Note
05/09/2012 10:49:12	Michael Discepolo	Customer Interaction	I asked her if she would be alright to use that service, pay for it, and then have us reimburse her. She said that would be alright. I requested that she do so and that I would send her a reimbursement check after the fact.

Activity Info

Activity #: 1-123EZH2 **Email Body:**
Status: Done
Type: Dealer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/09/2012 10:50:29
Created By: Michael Discepolo
Updated Dt: 05/09/2012 10:52:07
Updated By: Michael Discepolo
Description: I sent a follow up e-mail to Todd

Note Create Dt.	Note Created By	Note Type	Note

05/09/2012 10:50:42	Michael Discepolo	Dealer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Wednesday, May 09, 2012 10:50 AM To: 'Todd Hartje' Subject: RE: [REDACTED] - Thermal Event Repair Authorization Hi Todd, I spoke with the customer. I think we're going to have her make arrangements with her own carrier to transport the vehicle. Thanks for all of your help and involvement with this one. It's greatly appreciated! Kind regards, Mike Discepolo Special Product Investigations Consultant BMW of North America, LLC Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 326-7429 E-mail: Michael.Discepolo@bmwnaext.com
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Activity Info

Activity #: 1-128NW7Q **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/16/2012 16:24:53
Created By: Michael Discepolo
Updated Dt: 05/16/2012 16:25:14
Updated By: Michael Discepolo
Description: I left a voicemail for the customer requesting call back regarding the transportation costs

Activity Info

Activity #: 1-128NWAU **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/16/2012 16:57:32
Created By: Michael Discepolo
Updated Dt: 05/16/2012 17:10:53
Updated By: Michael Discepolo
Description: Customer sent me a response email

Note Create Dt.	Note Created By	Note Type	Note
05/16/2012 16:57:42	Michael Discepolo	Customer Interaction	<p>From: [REDACTED] Sent: Wednesday, May 16, 2012 4:45 PM To: Discepolo Michael, B2-US-A-50 Subject: [REDACTED] mini transport receipt Hi Mike, Sorry I missed your call today. The car was delivered on Monday. Glad to have my "baby" home! I am currently trying to get resolved damage that was done to the back passenger wheel. Since I wasn't physically present I don't know which towing company did the damage and have contacted both. It appears something was strung through the wheel spoke and wore the metal away leaving it "notched". I also am missing the passenger floor mat and left a message with the Checkered Flag Service Manager today. This is the forwarded receipt for the delivery to my house. [REDACTED] ----- Forwarded message ----- From: LBrewer@McNuttTransport.com Date: Wed, May 9, 2012 at 11:46 AM Subject: Order Confirmation To: "sue.youngblood@gmail.com" If you have questions about the status of your order, please contact our dispatch department at Dispatch@McNuttTransport.com or call 800-755-2324. Order Results Profile Name: FORMERLY MCNUTT AUTO TRANSPORT Transaction ID: AA4A38-C772F22A-C1D1-98D3-7344-FAC00D717EE9 Date/Time: 05/09/2012 10:46:51 AM Transaction Type: SALE Approval Message: APPROVAL Approval Code: 04560C Order Section [REDACTED] Card Number : 44*****3414 Amount : \$543.00USD Invoice Number : [REDACTED] Address1 : [REDACTED] : [REDACTED] Email Address : [REDACTED] The information contained in this e-mail and in any attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is prohibited. This message has been scanned for known computer viruses.</p>

Activity Info

Activity #: 1-128NWAY **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/16/2012 16:57:53
Created By: Michael Discepolo
Updated Dt: 05/16/2012 16:58:17
Updated By: Michael Discepolo
Description: Response to customer

Note Create Dt.	Note Created By	Note Type	Note
05/16/2012 16:58:03	Michael Discepolo	Customer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Wednesday, May 16, 2012 4:57 PM To: 'sue youngblood' Subject: RE: Youngblood mini transport receipt Hi Ms. Youngblood, Thank you for getting back to me. Do you have a proof of payment on your end, perhaps a screenshot of a bank statement or something? Sorry about the additional damage. I hope that gets resolved expeditiously so that you can finally put this to rest. Thanks for all of your patience with this process. I hope the vehicle continues to serve you well. Should it not, feel free to call any time! Kind regards, Mike Discepolo Executive Customer Assistance Manager MINI USA Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 326-7429 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-128TB4P **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/17/2012 11:05:15
Created By: Michael Discepolo
Updated Dt: 05/17/2012 11:10:53
Updated By: Michael Discepolo
Description: Response from customer

Note Create Dt.	Note Created By	Note Type	Note
05/17/2012 11:05:26	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Wednesday, May 16, 2012 8:59 PM To: Discepolo Michael, B2-US-A-50 Subject: Re: Youngblood mini transport receipt Hi Mike, The email had my forwarded receipt showing my Visa card payment for \$543. Best, Sue

Activity Info

Activity #: 1-128TB4T **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/17/2012 11:11:05
Created By: Michael Discepolo
Updated Dt: 05/17/2012 11:19:16
Updated By: Michael Discepolo
Description: Requesting confirmation of customer's address

Note Create Dt.	Note Created By	Note Type	Note
05/17/2012 11:11:17	Michael Discepolo	Customer Interaction	From: Discepolo Michael, B2-US-A-50 Sent: Thursday, May 17, 2012 11:08 AM To: [REDACTED] Subject: RE: [REDACTED] mini transport receipt Hi Ms. [REDACTED] I will try to submit as is. Please confirm your address to ensure receipt. Thank you! Kind regards, Mike Discepolo Executive Customer Assistance Manager MINI USA Customer Relations and Services Telephone: (201) 263-8248 Fax: (201) 326-7429 E-mail: Michael.Discepolo@bmwnaext.com

Activity Info

Activity #: 1-129AH8H **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/17/2012 12:50:49
Created By: Michael Discepolo
Updated Dt: 05/17/2012 12:54:30
Updated By: Michael Discepolo
Description: Customer confirmed address

Note Create Dt.	Note Created By	Note Type	Note
05/17/2012 12:51:00	Michael Discepolo	Customer Interaction	From: [REDACTED] Sent: Thursday, May 17, 2012 12:33 PM To: Discepolo Michael, B2-US-A-50 Subject: Re: [REDACTED] mini transport receipt Hi Mike, My address is: [REDACTED] Marietta, Georgia [REDACTED] Thanks!

Activity Info

Activity #: 1-129AHEP **Email Body:**
Status: Done
Type: Corporate Interaction
Assigned To: Michael Discepolo
Created Dt: 05/17/2012 12:55:37
Created By: Michael Discepolo
Updated Dt: 05/17/2012 12:59:35
Updated By: Michael Discepolo
Description: Submitted check request to Mary Jane

Activity Info

Activity #: 1-129AHEV **Email Body:**
Status: Done
Type: Customer Interaction
Assigned To: Michael Discepolo
Created Dt: 05/17/2012 12:59:35
Created By: Michael Discepolo
Updated Dt: 05/17/2012 13:00:03
Updated By: Michael Discepolo
Description: I left a voicemail for the customer advising her that the check request has been submitted and she should expect to see check in about 3 weeks.



Service Request Detail #:201024300411

Customer Info:

Name: [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]
Apt/Suite:
City/State/Zip: Irvine, CA [REDACTED]
Vehicle Info:
Chassis # (US): T [REDACTED]
Chassis # (Non-US):
Year: 2004
Model: Cooper
Mileage: 95795
Last Sale Date: 06/19/2004 00:00:00
In Service Date: 06/19/2004 00:00:00
Review Indicator: None

Service Request Info:

Service Request #: 201024300411
Make: MINI
Vehicle Category: Automobile
Source: Email-Inbound
Type: Complaint
Current Status: Closed
Date Opened: 08/31/2010 11:47:23
Created By: Ashley Stursa
Rep Assigned: Stefan Spenthoff
Assigned Dealer:
Identified Dealer:
Date Closed: 09/07/2010 14:48:09

Code Description:

SR Code	SR Code Desc.	Main Group	Defect Code	Defect Code Desc.
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	3200	3200	STEERING UNIT COMPONENTS
SV29	SERVICE - PRODUCT ISSUE	3200	3200	STEERING UNIT COMPONENTS

Issue Note:

Issue

Overall Quality - Power Steering.

Solution Note:

Date	Created By	Solution
09/07/2010 14:43:20	Stefan Spenthoff	Wrtr adv no recall on the veh, but adv will document his concerns on the manufactures end. Wrtr adv the cust he should take his veh to his local MINI service center for diag.
08/31/2010 11:49:02	Ashley Stursa	Wtr requested addtl info.

Activity Info

Activity #: 1-1598021484
Status: Done
Type: Email - Inbound
Assigned To: Ashley Stursa
Created Dt: 08/30/2010 20:28:43
Created By: Siebel Administrator
Updated Dt: 08/31/2010 11:48:47
Updated By: Ashley Stursa
Description: Questions about our cars

Email Body:

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

Activity Info

Activity #: 1-1598713326
Status: Done
Type: Email - Outbound
Assigned To: Ashley Stursa
Created Dt: 08/31/2010 11:47:25

Email Body:

Hi [REDACTED] Thanks for writing to MINI. I was sorry to read of your concerns. In order to further assist you, please respond with the following information: -Name and address: -Daytime telephone number: -Vehicle Identification Number (VIN): -Current mileage on vehicle: -Has your MINI dealer diagnosed your concern?: -The name of your MINI dealer: The MINI Customer Relations and Services Department is

Created By: Ashley Stursa
Updated Dt: 08/31/2010 11:48:50
Updated By: Siebel Administrator
Description: Your MINI Correspondence [1-1598021484]

available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Stursa MINI Customer Relations and Services Representative -----Original Message-----
 From: [REDACTED] Sent: 8/31/2010 12:00:00 AM To: miniassist Subject: Questions about our cars First name: [REDACTED] Phone: N/A Vin: N/A Question / Comment: I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.

Activity Info

Activity #: 1-1602303262
Status: Done
Type: Email - Inbound
Assigned To: Ryan Hess
Created Dt: 09/02/2010 16:07:21
Created By: Siebel Administrator
Updated Dt: 09/07/2010 09:25:06
Updated By: Ryan Hess
Description: Re: Your MINI Correspondence [1-1598021484]

Email Body:

Sorry for late reply, I thought it was one of those ad email. And I appreciate your response. Here are the info. - [REDACTED], Irvine, CA [REDACTED] - [REDACTED] - WMWRC33434 [REDACTED] - Mileage 95795 - No - I used to go to Crevier Mini, but now I just go to Sears Auto Center I still remember I ordered the vehicle and had waited for six months for it! Anyway, thank you for the response. On Tue, Aug 31, 2010 at 8:48 AM, > wrote: Hi Allan, Thanks for writing to MINI. I was sorry to read of your concerns. In order to further assist you, please respond with the following information: -Name and address: -Daytime telephone number: -Vehicle Identification Number (VIN): -Current mileage on vehicle: -Has your MINI dealer diagnosed your concern?: -The name of your MINI dealer: The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Stursa MINI Customer Relations and Services Representative -----Original Message----- From: [REDACTED] Sent: 8/31/2010 12:00:00 AM To: miniassist > Subject: Questions about our cars First name: [REDACTED]; N/A Vin: N/A Question / Comment: I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.

Activity Info

Activity #: 1-1603549673
Status: Done
Type: Email - Outbound
Assigned To: Ryan Hess
Created Dt: 09/07/2010 09:24:41
Created By: Ryan Hess
Updated Dt: 09/07/2010 09:25:09
Updated By: Ryan Hess
Description: RE: Your MINI Correspondence [1-1598021484]

Email Body:

Hi [REDACTED], Thanks for writing MINI. Your case has been forwarded to Stefan at 1.866.ASK.MINI (275-6464), extension 8807. Stefan is currently looking into your inquiry and will be in touch with you shortly. The MINI Customer Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Megan Laney MINI Customer Relations and Services Representative - -----Original Message----- From: [REDACTED] Sent: 9/7/2010 12:00:00 AM To: miniassist Subject: Your MINI Correspondence [1-1598021484] Sorry for late reply, I thought it was one of those ad email. And I appreciate your response. Here are the info. - [REDACTED] Irvine, CA [REDACTED] - [REDACTED] - WMWRC33434 [REDACTED] - Mileage 95795 - No - I used to go to Crevier Mini, but now I just go to Sears Auto Center I still remember I ordered the vehicle and had waited for six months for it! Anyway, thank you for the response. On Tue, Aug 31, 2010 at 8:48 AM, > wrote: Hi Allan, Thanks for writing to MINI. I was sorry to read of your concerns. In order to further assist you, please respond with the following information: -Name and address: -Daytime telephone number: -Vehicle Identification Number (VIN): -Current mileage on vehicle: -Has your MINI dealer diagnosed your concern?: -The name of your MINI dealer: The MINI Customer

Relations and Services Department is available Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. You can reach us at 1.866.ASK.MINI (275-6464). LET'S MOTOR. Ashley Stursa MINI Customer Relations and Services Representative -----Original Message----- From: [REDACTED] Sent: 8/31/2010 12:00:00 AM To: miniassist > Subject: Questions about our cars First name: [REDACTED] Phone: N/A Vin: N/A Question / Comment: I'm a original owner of a 2004 Mini Cooper and I almost got into an accident because my power steering was failed all of sudden when I was getting on the highway. I almost got off the ramp because the steering wheel was turning back straight. Then I looked online and found out that it is the most common malfunction of the car. Why didn't you guy recall that? I don't know what will happen if I got off the ramp and fall over 10 feet of the road. My wife was so scared. As a car maker, you understand that loosing control of the car is more dangerous than any other problems. I'm collecting evidents and proofs that this should be a recall action. My car can run fine for 10 mins and the power steering will then stop working. And it triggers dangerous moments whenever it happens. I can demonstrate the dangerous easily. I like the car, but now i'm very disappointed now.

Activity Info

Activity #: 1-QJX2KV
Status: Done
Type: Customer Interaction
Assigned To: Stefan Spenthoff
Created Dt: 09/07/2010 14:41:48
Created By: Stefan Spenthoff
Updated Dt: 09/07/2010 14:43:18
Updated By: Stefan Spenthoff
Description: Cust stts power steering goes out intermittenly. Cust stts his MINI serv center hasn't diagnosed issue. Cust stts lots of issues of this online.>>>

Email Body:

Note Create Dt.	Note Created By	Note Type	Note
09/07/2010 14:42:30	Stefan Spenthoff	Customer Interaction	Cust thinks it should be a recall. Wrtr adv no recall on the veh, but adv will document his concerns on the manufactures end. Wrtr adv the cust he should take his veh to his local MINI service center for diag.