

BMW of North America, LLC  
BMW Group Company



Created By Customer Relations Dept

## Customer Service Request Detail # [REDACTED]

### Customer

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

### Service Request

Service Request #: [REDACTED]  
Brand: BMW  
Type: Complaint  
Source: Phone  
Current Status: Closed  
Date Opened: 1/16/2020 05:29 PM  
Created By: Donovsky, Joe  
Rep Assigned: Pechko, Mark  
Date Assigned: 2/21/2020 03:15 PM  
Assigned Dealer:  
Identified Dealer: BMW Motorcycles of Fresno  
Date Resolved:  
Resolve Rep:  
Date Closed: 2/21/2020 03:15 PM  
Close Rep: Pechko, Mark  
Issue Note: ESCALATION-Replacement Request - Fork Leak/Shifting/Brake Fluid Leak

### Vehicle

Chassis # (US): ZJ28025  
Chassis # (Non - US):  
Year: 2020  
Model: S 1000 RR US  
Mileage: 1,700  
Sale: 8/15/19  
In Service Date: 8/15/19  
Production Date: 7/11/19

### Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV09	RECALL/CAMPAIGN CONTACT	Motorcycle Recalls	GH41	Recall 19V-697 - MY 2020 - BMW S 1000 RR (K67) - Oil Cooler Hose
SV29	SERVICE - PRODUCT ISSUE	FRONT SUSPENSION, SHOCKS, CONTROL ARMS - GENERAL	3100	FRONT SUSPENSION, SHOCKS, CONTROL ARMS - GENERAL
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - MANUAL TRANSMISSION	2300	TRANSMISSION - MANUAL TRANSMISSION
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LAW)	Repurchase/Replacement Due to Days Down	GB00	Repurchase/Replacement Due to Days Down

### Solution Notes

Created	Solution
2/21/2020	Fork issue corrected, no further issues, closed pending further contact

### Attachments

File Name	Comments
[REDACTED] Contract	
[REDACTED] Payment History	
[REDACTED] Payoff	



**Customer Service Request Detail #** [REDACTED]

Activity Status: Done	Activity Updated: 1/16/2020 05:53 PM
Activity Type: Customer Interaction	Activity Updated By: Donovsky, Joe
Activity Assigned To: Donovsky, Joe	Email From:
Activity Created: 1/16/2020 05:31 PM	Email To:
Activity Created By: Donovsky, Joe	
Activity Description: Please Check Activity Notes	
Note Created: 1/16/2020 05:40 PM	Note Created By: Donovsky, Joe
	Note Type: Customer Interaction
Escalation Form Escalation Type - General Escalation Customer Name (Name of Caller) - [REDACTED] Confirmed E-mail Address - [REDACTED] Confirmed Phone Number - (888) 818-6262 VIN (Chassis) - ZJ28025 Date customer purchased vehicle. - 8/15/2019 Where did the customer Purchase Vehicle?- Certified Center Dealer Name: [REDACTED] Is the vehicle generally serviced at a BMW/MINI Authorized center? - Yes Mileage - 1,000 Where is the vehicle currently? - Certified Center When was vehicle diagnosed? - Multiple times-DLR currently has motorcycle Where was vehicle diagnosed? - BMW Motorcycles of Fresno (DLR# 37280) What is the customers issue/concern? - Multiple major manufacturing issues What is the Customer's Request? - Replacement for different bike without the same issues or another model Follow Up Expectation set. - Case Manager - 1 Business day ALL FIELDS REQUIRED Call Notes -Multiple BMW Owner and long history of BMW's -C/S Multiple Safety issues on 2020 S1000R -Worked with dealership multiple times-Dealership and Service Dept is great and doing the best they can. -Caller working mainly with Josh at BMW Motorcycles of Fresno -Caller feels there are multiple major manufacturing issues and bike should be replaced -Dealership contacted BMW Motorrad Field Team multiple times for all of these issues and each response from Motorrad is: "It is a known Motorrad issue and Motorrad is working on future fixes" -Initially the front fork issue when the dealership uncrated the bike -Front fork is leaking, very slow but should not be any leakage -Had transmission issues with shifting gears and not providing power, specifically between 1-2 gears then at roughly 6,000 RPM fully engages -Motorrad recommended temporary fixes, issue is still not resolved -Brake fluid leaking-major leak, reservoir 1/2 full. -Caller contacted Motorrad Center and they picked up the bike from caller -Caller would like options to replace bike or trade for another model without multiple issues -WTR to escalate	
Activity Status: Done	Activity Updated: 1/16/2020 05:53 PM
Activity Type: Escalation Team	Activity Updated By: Donovsky, Joe
Activity Assigned To: Donovsky, Joe	Email From:
Activity Created: 1/16/2020 05:53 PM	Email To:
Activity Created By: Donovsky, Joe	
Activity Description: Escalated 01/16/2020	
Note Created:	Note Created By:
	Note Type:

**Customer Service Request Detail #** [REDACTED]



Created By Customer Relations Dept

Activity Status:	Done	Activity Updated:	1/20/2020 08:34 AM
Activity Type:	Email - Inbound	Activity Updated By:	Dawes, Katie
Activity Assigned To:	Dawes, Katie	Email From:	[REDACTED]
Activity Created:	1/19/2020 03:41 PM	Email To:	"customerrelations@bmwusa.com" <customerrelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Contact with BMWNA related to [REDACTED]		

Note Created:	Note Created By:	Note Type:
		<p>Hello,</p> <p>On September 15th, 2019, I purchased a 2020 BMW S1000RR, from Herwaldt Motor Sports/Fresno BMW Motorcycles (HMS). I took delivery on September 29th due to issues the HMS staff found during the pre-delivery inspection which delayed delivery due to disassembly of the front forks by HMS to isolate a clunking sound/vibration felt during their test ride. From the point of delivery I have continued to have multiple issues, some safety, and although HMS has done everything possible to resolve the many issues, I have not had a satisfactory response from BMWNA with parts or resolutions to the problems.</p> <p>On January 16, 2020, with only 1700 miles on the bike, I discovered yet another safety issue during a pre-ride inspection by myself. I contacted HMS and they sent a staff member to take my bike away for assumed repairs. I then contacted BMWNA at the number published in the Warranty Booklet and spoke to Joe who listened to my concerns with sincerity and understanding. He told me I would receive a call from a customer representative who was going to be assigned my case in a few days.</p> <p>During my phone call with Joe I provided him the required information outlined in the Warranty Booklet to include the latest safety issue I was faced with, a serious leak of brake fluid from the right front brake caliper. I expressed my displeasure with BMW as a longtime and multiple BMW motorcycle and automobile owner as this was the worst vehicle ownership experience I have ever had.</p> <p>Please understand the dealership representative, Josh Herwaldt, has been extremely responsive to my multiple concerns and I feel he has done everything in his power to resolve my issues with this bike and the problem is with BMW and poor quality of the bike.</p> <p>Please ensure a BMWNA representative contacts me as soon as possible so I may begin a resolution process.</p> <p>Thank you,                  [REDACTED]</p>

Activity Status:	Done	Activity Updated:	1/20/2020 01:00 PM
Activity Type:	Customer Interaction	Activity Updated By:	Solarz, Sean
Activity Assigned To:	Solarz, Sean	Email From:	
Activity Created:	1/20/2020 01:00 PM	Email To:	
Activity Created By:	Solarz, Sean		
Activity Description:	spoke with cs at (559) 816-9232 and advised someone will be in touch with them to further discuss this at some point this week		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/20/2020 01:15 PM
Activity Type:	Market Liaison Interaction	Activity Updated By:	Solarz, Sean
Activity Assigned To:	Solarz, Sean	Email From:	
Activity Created:	1/20/2020 01:15 PM	Email To:	
Activity Created By:	Solarz, Sean		
Activity Description:	email to ML DL		



# Customer Service Request Detail # [REDACTED]

Note Created: 1/20/2020 01:15 PM		Note Created By: Solarz, Sean		Note Type: Market Liaison Interaction	
<p>From: Solarz Sean, SF2-US-S-603 Sent: Monday, January 20, 2020 1:15 PM To: DL-Customer_Relations_Market_Liaisons &lt;Customer_Relations_Market_Liaisons@list.bmw.com&gt; Subject: Market Escalation-[REDACTED] - [REDACTED] - [REDACTED] [REDACTED]-BMW Motorcycles of Fresno-BMW Motorcycles of Fresno</p> <p>Good Afternoon,</p> <p>Please review,</p> <p>Escalation to Core CUSTOMER NAME [REDACTED] CONTACT NUMBER [REDACTED] CONTACT E-MAIL ADDRESS [REDACTED]</p> <p>PREFERRED CONTACT METHOD Phone VIN/MODEL [REDACTED] BMW 2020 S 1000 RR US IN-SERVICE DATE 08/15/2019 PURCHASED OR LEASED Purchased LAST PURCHASE DATE 8/15/2019 CURRENT MILEAGE 1,000 SELLING DEALER BMW Motorcycles of Fresno SERVICING DEALER BMW Motorcycles of Fresno PREVIOUS GOODWILL None BRAND HISTORY [REDACTED] BMW 2004 K 1200 GT US [REDACTED] BMW 2007 K 1200 GT US [REDACTED] BMW 2009 R 1200 RT US [REDACTED] Husqvarna 2011 TE630 [REDACTED] BMW 2011 335d [REDACTED] BMW 2017 R 1200 GS ADV U [REDACTED] BMW 2017 R 1200 GS ADV U [REDACTED] BMW 2020 S 1000 RR US</p> <p>CUSTOMER ISSUE Customer stated their bike has experienced multiple issues since purchase . They stated they had leaky front forks as well as transmission issues. The customer stated they felt the bike was unsafe and felt it is defective. CUSTOMER'S REQUEST Customer request bike to be repurchased.</p> <p>Kind Regards, [REDACTED]</p> <hr/> <p>BMW of North America, LLC Sean Solarz Escalations Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227 Phone: 614 789 7446</p>					



# Customer Service Request Detail # [REDACTED]

Fax: 614 789 1992  
E-mail: sean.solarz@bmwfs.com  
Web: bmwusa.com

Activity Status: Done  
Activity Type: Escalate to Core  
Activity Assigned To: Gunvalsen, Ross  
Activity Created: 1/20/2020 02:57 PM  
Activity Created By: Gunvalsen, Ross  
Activity Description: Email to Pending, see notes >>>

Activity Updated: 1/20/2020 02:57 PM  
Activity Updated By: Gunvalsen, Ross  
Email From:  
Email To:

Note Created: 1/20/2020 02:57 PM      Note Created By: Gunvalsen, Ross      Note Type: Escalate to Core

From: Gunvalsen Ross, SF2-US-S-602  
Sent: Monday, January 20, 2020 2:57 PM  
To: Pending Customer Issues <Pending.CustomerIssues@bmwna.com>  
Subject: Market Escalation - [REDACTED] -  
[REDACTED] - BMW Motorcycles of Fresno (Selling and Servicing)

Good Afternoon,

This customer is seeking replacement of their motorcycle based on the service history. He stated the front fork is leaking, the transmission has issues with shifting gears and not providing power, and the brake fluid is leaking. Thank you.

Escalation to Core  
CUSTOMER NAME [REDACTED]  
CONTACT NUMBER [REDACTED]  
CONTACT E-MAIL ADDRESS [REDACTED]

PREFERRED CONTACT METHOD Phone  
VIN/MODEL [REDACTED] BMW 2020 S 1000 RR US  
IN-SERVICE DATE 08/15/2019  
PURCHASED OR LEASED Purchased  
LAST PURCHASE DATE 8/15/2019  
CURRENT MILEAGE 1,700  
SELLING DEALER BMW Motorcycles of Fresno  
SERVICING DEALER BMW Motorcycles of Fresno  
PREVIOUS GOODWILL None  
BRAND HISTORY [REDACTED] BMW 2004 K 1200 GT US  
[REDACTED] BMW 2007 K 1200 GT US  
[REDACTED] BMW 2009 R 1200 RT US  
[REDACTED] Husqvarna 2011 TE630  
[REDACTED] BMW 2011 335d  
[REDACTED] BMW 2017 R 1200 GS ADV U  
[REDACTED] BMW 2017 R 1200 GS ADV U

CUSTOMER ISSUE Customer states the front fork is leaking, the transmission has issues with shifting gears and not providing power, and there is a brake fluid leak. Customer states temporary fixes have been performed, but the issues have not been resolved.  
CUSTOMER'S REQUEST Replacement of the motorcycle.

Kind Regards,  
Sean

BMW of North America, LLC

# Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

Sean Solarz Escalations Specialist Customer Relations and Services P.O. Box 1227 Westwood, NJ 07675-1227  Phone: 614 789 7446 Fax: 614 789 1992 E-mail: sean.solarz@bmwfs.com Web: bmwusa.com		
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 1/28/2020 02:34 PM Activity Created By: Pechko, Mark Activity Description: SW cust...see notes	Activity Updated: 1/28/2020 02:42 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created: 1/28/2020 02:42 PM		Note Created By: Pechko, Mark
Note Type: Customer Interaction		
c/s bike at dlr since Thurs. 1/16 c/s bke was at dlr prior for drivability issues c/s Oct./Nov. cold start issue, rough running issue, 1st & 2nd gear torque issue as discussed on internet, RH brake caliper oil leak, fork oil leak c/s owned 7 BMWs, not a pleasant experience with this bike, request to repair/fix, make right wtr to review with market team, get dlr repair update and advise		
Activity Status: Done Activity Type: General Activity Assigned To: Pechko, Mark Activity Created: 1/28/2020 02:34 PM Activity Created By: Pechko, Mark Activity Description: Prior entry was from cust initial contact on 1/21	Activity Updated: 1/28/2020 02:34 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created:		Note Created By:
Note Type:		
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark Activity Created: 1/28/2020 02:35 PM Activity Created By: Pechko, Mark Activity Description: LVM for dlr service update	Activity Updated: 1/28/2020 02:35 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created:		Note Created By:
Note Type:		
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/4/2020 03:25 PM Activity Created By: Pechko, Mark Activity Description: SW dlr service Josh...see notes	Activity Updated: 2/4/2020 03:26 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created: 2/4/2020 03:25 PM		Note Created By: Pechko, Mark
Note Type: Dealer Interaction		
Bike there since Jan. 16, leaking RH & LH brake caliper, opened IDS ticket, received parts on Friday Open oil cooler hose recall will also be completed Cust also had a complaint of fork oil leak, no leak just grease Cust also had complaint bike dies on startup, Dec. SW update fixed They will complete all repairs by tomorrow		
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark	Activity Updated: 2/4/2020 03:34 PM Activity Updated By: Pechko, Mark Email From:	



# Customer Service Request Detail # [REDACTED]

Activity Created: 2/4/2020 03:33 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Sent cust update...see notes	
Note Created: 2/4/2020 03:33 PM	Note Created By: Pechko, Mark
	Note Type: Customer Interaction
<p>From: Pechko Mark, C4-US-C-21 Sent: Tuesday, February 4, 2020 3:33 PM To: [REDACTED] Subject: [REDACTED] 2020 S 1000 RR, VIN: [REDACTED]</p> <p>Good afternoon Vincent,</p> <p>BMW Motorcycles of Fresno received the replacement brake calipers and they expect to complete the repair within the next 2 days. We will continue to monitor the status of your S 1000 RR repair.</p> <p>Kind regards, Mark</p> <p>----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>	

Activity Status: Done	Activity Updated: 2/5/2020 09:42 AM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 2/5/2020 09:41 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Cust confirmed update...see notes	
Note Created: 2/5/2020 09:41 AM	Note Created By: Pechko, Mark
	Note Type: Customer Interaction
<p>From: [REDACTED] Sent: Tuesday, February 4, 2020 6:17 PM To: Pechko Mark, C4-US-C-21 &lt;Mark.Pechko@bmwna.com&gt; Subject: RE: [REDACTED], 2 [REDACTED]</p> <p>Fantastic! I really appreciate the follow up as well and your attention in this matter.</p> <p>Take care,</p>	

**Customer Service Request Detail #** [REDACTED]



Created By Customer Relations Dept

[REDACTED]	[REDACTED]
Activity Status: Done Activity Type: General Activity Assigned To: Pechko, Mark Activity Created: 2/11/2020 02:59 PM Activity Created By: Pechko, Mark Activity Description: Per DCS, recall complete, calipers replaced as of 2/5	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: Note Created By: Note Type:
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/11/2020 03:02 PM Activity Created By: Pechko, Mark Activity Description: LVM to verify repairs completed, issue resolved	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: Note Created By: Note Type:
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/11/2020 04:11 PM Activity Created By: Pechko, Mark Activity Description: cci, he had bike back, completed brake caliper repair, oil hose recall, road 100 miles, fork seal leak again, bike back at dlr today for repair, wtr to monitor repair, followup with cust	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: Note Created By: Note Type:
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/18/2020 03:33 PM Activity Created By: Pechko, Mark Activity Description: LVM for service/Josh for status	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: Note Created By: Note Type:
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/18/2020 04:39 PM Activity Created By: Pechko, Mark Activity Description: SW service Josh...see notes	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: 2/18/2020 04:40 PM Note Created By: Pechko, Mark Note Type: Dealer Interaction
Bike came in on Tue. review of complaint, fork greese, dry under dust seal, no leaks, 1 day, given back on Wed., cust was provided a loaner, he will give be a hero goodwill, gloves/boots	
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 2/18/2020 04:44 PM Activity Created By: Pechko, Mark Activity Description: LVM to confirm resolved	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant Email From: Email To: Note Created: Note Created By: Note Type:
Activity Status: Done Activity Type: Customer Interaction	Activity Updated: 3/6/2020 01:38 PM Activity Updated By: Downs, Grant

**Customer Service Request Detail #** [REDACTED]



Created By Customer Relations Dept

Activity Assigned To: Pechko, Mark	Emal From:	
Activity Created: 2/21/2020 03:13 PM	Email To:	
Activity Created By: Pechko, Mark		
Activity Description: SW cust...see notes		
Note Created: 2/21/2020 03:13 PM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
c/s he has bike back for fork issue		
c/s he road 500 miles and it seems fine, corrected, no further issues		
c/s pleased with bike, thanked for assistance		



# Customer Service Request Detail # [REDACTED]

## Customer

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

## Service Request

Service Request #: [REDACTED]  
 Brand: BMW  
 Type: Complaint  
 Source: Email-Inbound  
 Current Status: Open  
 Date Opened: 1/30/2020 09:40 AM  
 Created By: Pargeon, Heather  
 Rep Assigned: Pechko, Mark  
 Date Assigned: 2/5/2020 03:09 PM  
 Assigned Dealer:  
 Identified Dealer: BMW Motorcycles of Grand Rapids  
 Date Resolved:  
 Resolve Rep:  
 Date Closed:  
 Close Rep: Pechko, Mark  
 Issue Note: 19V-697-See SR 201934401130-Cold Start/Leaking Brake Calipers

## Vehicle

Chassis # (US): ZJ27864  
 Chassis # (Non - US):  
 Year: 2020  
 Model: S 1000 RR US  
 Mileage: 2,000  
 Sale: 6/8/19  
 In Service Date: 6/8/19  
 Production Date: 4/9/19

## Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1011	Engine Starting - Problem Starting Cold Engine / Cranks too Long
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV09	RECALL/CAMPAIGN CONTACT	Motorcycle Recalls	GH41	Recall 19V-697 - MY 2020 - BMW S 1000 RR (K67) - Oil Cooler Hose

## Solution Notes

Created	Solution
2/5/2020	Advised cust to contact authorized BMW Motorrad dealer to inspect the bike and for technical review of this complaint, closed pending further contact

## Attachments

File Name	Comments
AG complaint 2020-cp042913613947-A	
Bill of Sale	
Buyback	
Worksheet Sniff ZJ27864	
MI State AG Letter	
Registration Expired 2_6_2020	
Settle agree Sniff ZJ27864	
Signed settle agree Sniff ZJ27864	
Sniff re-newed	



# Customer Service Request Detail # [REDACTED]

## Customer

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

## Vehicle

Chassis # (US):  
Chassis # (Non - US):  
Year:  
Model:  
Mileage:  
Sale:  
In Service Date:  
Production Date:

## Service Request

Service Request #:  
Brand:  
Type:  
Source:  
Current Status:  
Date Opened:  
Created By:  
Rep Assigned:  
Date Assigned:  
Assigned Dealer:  
Identified Dealer:  
Date Resolved:  
Resolve Rep:  
Date Closed:  
Close Rep:  
Issue Note:

## Code Descriptions

## Solution Notes

## Attachments

File Name	Comments
registration	
Title Back	
Title Front	



# Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

Activity Status:	Done	Activity Updated:	1/30/2020 09:41 AM
Activity Type:	Email - Inbound	Activity Updated By:	Pargeon, Heather
Activity Assigned To:	Pargeon, Heather	Email From:	[REDACTED]
Activity Created:	1/29/2020 09:59 AM	Email To:	CustomerService@bmwmotorcycles.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your Motorrad Correspondence [REDACTED]		

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

So I noticed yet another problem with my 2020 S1000RR. Both my front calipers are leaking break fluid. After reading forums around the world, this appears to be something BMW is actually admitting to. Two questions for you, if you know that brake calipers are leaking why are you not notifying your customers? This seems extremely dangerous and disappointing. Also, are parts available to fix this and do you come pick it up and deliver it to the dealership 2 1/2 hours away for free or are you claiming this bike is still safe to ride there?

I appreciate any response.

Thank you,  
[REDACTED]

On Tue, Oct 8, 2019 at 10:38 AM  
<CustomerService@bmwmotorcycles.com> wrote:

> Dear [REDACTED]  
>  
> Thank you for contacting BMW Motorrad USA.  
>  
> We are writing to let you know that your e-mail correspondence to BMW  
> Motorcycles of Grand Rapids will be kept on file at BMW Motorrad  
> USA.  
>  
> For your convenience, the BMW Motorrad Customer Relations and  
> Services  
> Department is available Monday through Thursday from 9:00 a.m. to  
> 9:00 p.m.  
> ET and Friday from 9:00 a.m. to 6:00 p.m. ET. You can reach us at  
> 1-800-831-1117.  
>  
> Thanks again for writing us.  
>  
> Regards,  
>  
> Katie Dawes  
> BMW Motorrad USA  
> Representative  
>  
> MAKE LIFE A RIDE.  
>  
> FEEL EVERYTHING, FEAR NOTHING.  
> Build your own bike at [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com).  
>  
> -----Original Message-----  
>  
> From: [REDACTED]  
> Sent: 10/8/2019 12:00:00 AM  
> To: Nick Gris <[nick.gris@bmwmcgr.com](mailto:nick.gris@bmwmcgr.com)>;

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

CustomerService@bmwmotorcycles.com  
> Subject: 2020 "Fix"  
>  
> Hi Nick,  
>  
> Just checking in to see if there are any fixes for the stalling, clutch, or  
> lack of power issues yet? According to the forum's there is supposed  
> to be  
> a fix for the neutral issues.  
>  
> "Since August production a oil control valve has been fitted into the end  
> of the input shaft to help with clutch separation. This can be retrofitted  
> onto previous bikes prior to August production. A modified clutch pack  
> has  
> been introduced since September production which will replace the old  
> parts. The friction plates have been optimized."  
>  
> [REDACTED]  
>  
> Any word on this possible fix?  
>  
> Thank you,  
> [REDACTED]  
>  
> On Fri, Aug 30, 2019 at 7:21 PM Nick Gris <nick.gris@bmwmcgr.com>  
> wrote:  
>  
> > Hey [REDACTED],  
> >  
> > Sorry to hear that you're having issues with your bike.  
> >  
> > From the video, does the stalling only happen when you try starting  
> the  
> > bike as the display is doing the transition or does it happen if you turn  
> > the key on and wait 10 seconds and then try to start the bike?  
> >  
> > I hear you and can understand the frustration.  
> >  
> > Can you please remind what the issue you are having with the  
> clutch?  
> >  
> > Don't worry about us [REDACTED], we got you.  
> >  
> > Have a good holiday weekend and look forward to seeing you in the  
> future.  
> >  
> > Thanks,  
> >  
> > Nicholas Gris  
> > Service Manager  
> > BMW & Motus Motorcycles of Grand Rapidsnick.gris@bmwmcgr.com  
> > (616)530-6900  
> >  
> > On 8/30/2019 10:55 AM, R. S. wrote:  
> >  
> > Hey Nick,  
> >  
> > Just wanted to let you know that I talked to BMW Motorrad USA  
> today and  
> > they have basically said I am screwed. They offered no additional fix



Customer Service Request Detail # [REDACTED]

[REDACTED]

for  
>> the stalling, they are still denying there is an issue with the clutch,  
> and  
>> they said they are not even working on a fix for the lack of power.  
>>  
>> It is unfortunately time for me to get loud. I apologize now if any of  
> the  
>> issues I cause come back on BMW Motorcycles of Grand Rapids.  
You guys  
> have  
>> been great and I know there is nothing you can do until BMW admits  
there  
> is  
>> a problem and offers to fix them. I make it very clear whenever I talk  
to  
>> BMW Motorrad USA that my complaints are with them, not your  
dealership.  
>>  
>> Thanks again,  
>> [REDACTED]  
>> [REDACTED]  
>>  
>> On Wed, Aug 28, 2019 at 9:11 AM R. S. [REDACTED] > wrote:  
>>  
>>> Hi Nick,  
>>>  
>>> It appears the fix for the stalling issue didn't work. The attached  
>>> video is yesterday's start.  
>>>  
>>> The update had no affect on the lack of power either. I didn't think it  
>>> would.  
>>> [REDACTED]  
>>> <  
>>> [REDACTED]  
>>>  
>>> Also, the clutch issue seems to be getting worse. Sometimes I really  
>> have  
>>> to stomp on the shifter to get it out of 2nd gear and I have given up  
>>> trying to find neutral at stop lights.  
>>>  
>>> Please keep the pressure on BMW to fix these bikes.  
>>>  
>>> Thank you,  
>>> [REDACTED]  
>>>  
>>>  
>>>  
>>>

Activity Status: Done	Activity Updated: 1/30/2020 09:45 AM
Activity Type: Escalate to Core	Activity Updated By: Pargeon, Heather
Activity Assigned To: Pargeon, Heather	Email From:
Activity Created: 1/30/2020 09:44 AM	Email To:
Activity Created By: Pargeon, Heather	
Activity Description: See notes	

Note Created: 1/30/2020 09:45 AM	Note Created By: Pargeon, Heather	Note Type: Escalate to Core
----------------------------------	-----------------------------------	-----------------------------

From: Pargeon Heather, SF2-US-S-600	
Sent: Thursday, January 30, 2020 9:45 AM	
To: Pending Customer Issues <Pending.CustomerIssues@bmwna.com>	
Subject: [REDACTED]	



# Customer Service Request Detail # [REDACTED]

Brake Calipers-ZJ27864

Hello,

I've assigned this SR to NANJPending for review as it references a previous SR handled by the NJ team. Please review and assign appropriately.

Thanks!

Kind regards,  
Heather

—

BMW Group  
Heather Pargeon  
Customer Relations  
Written Correspondence Specialist (SF2-US-S-600)  
P.O. Box 1227  
Westwood, NJ 07675-1227

Telephone: +1-614-718-2542  
Fax: +1-614-789-1992  
Mail: heather.salyer@bmwfs.com  
Web: http://www.bmwusa.com

Activity Status:	Done	Activity Updated:	1/30/2020 04:40 PM
Activity Type	Customer Interaction	Activity Updated By:	Pechko, Mark
Activity Assigned To:	Pechko, Mark	Email From:	
Activity Created:	1/30/2020 04:39 PM	Email To:	
Activity Created By:	Pechko, Mark		
Activity Description:	Request cust schedule service...see notes		

Note Created:	1/30/2020 04:40 PM	Note Created By:	Pechko, Mark	Note Type:	Customer Interaction
---------------	--------------------	------------------	--------------	------------	----------------------

From: Pechko Mark, C4-US-C-21  
Sent: Thursday, January 30, 2020 4:39 PM  
To: [REDACTED]  
Subject: [REDACTED]

Good afternoon R [REDACTED],

Thank you for writing to BMW of North America, LLC. We are sorry to learn that you have an issue with your brake calipers leaking fluid.

We suggest contacting the service team at your authorized BMW Motorrad dealer to inspect the bike and for technical review of this complaint.

If the motorcycle can't be driven, please contact BMW Roadside at 877-680-2176 and have the bike towed to the nearest Motorrad dealer.

Should you have any questions, I can be reached Monday through Friday at 1-800-831-1117 ext. 5811 from 9 a.m. to 5 p.m. Eastern Time.

Kind regards,  
Mark

—  
BMW Group



# Customer Service Request Detail # [REDACTED]

Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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Activity Status: Done	Activity Updated: 2/28/2020 03:37 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 2/28/2020 03:19 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Cust advised of service...see notes	
Note Created: 2/28/2020 03:20 PM	Note Created By: Pechko, Mark
	Note Type: Customer Interaction

From: R. S. [REDACTED] 54 AM  
To: Pechko Mark, C4-US-C-21 <Mark.Pechko@bmwna.com>  
Subject: Re: [REDACTED]

VIN [REDACTED]

BMW Motorcycles of Grand Rapids will have my 2020 S1000RR later this afternoon. I gave them your number as you previously told me to do. I know you lie to me on the phone and tell me that BMW is unaware of the problems I am having with my bike but I know these are common issues that BMW has fixed for others. Please at least be honest with the dealer. I expect BMW to authorize the dealer to go over all known issues with the 2020 RR's to see if mine is suffering from them including but not limited to the leaking break calipers including potential damage to the wheel coating from the brake fluid, the clutch that doesn't seem to ever completely disengage, the lack of neutral and shifting issues, the oil cooler, the stalling and backfiring, lack of power, and the possible leaking front forks. Your response to the attorney general was that I was going to give you until spring to fix all the issues. This is your chance.

I will stay in contact with the dealer as to the progress of the repairs.

Thank you,  
[REDACTED]

Activity Status: Done	Activity Updated: 2/28/2020 03:37 PM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 2/28/2020 03:36 PM	Email To:
Activity Created By: Pechko, Mark	



# Customer Service Request Detail # [REDACTED]

Activity Description: SW dlr service Nick...see notes	
Note Created: 2/28/2020 03:37 PM	Note Created By: Pechko, Mark
Note Type: Dealer Interaction	
They have a truck out to pickup the bike today Cust complaints include leaky front brake caliper, oil cooler hose recall, cold start issue, can't find neutral They will perform recall and PuMA measures, will request updated brake caliper parts	
Activity Status: Done	Activity Updated: 2/28/2020 03:41 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned: Pechko, Mark	Email From:
To:	Email To:
Activity Created: 2/28/2020 03:41 PM	
Activity Created By: Pechko, Mark	
Activity Description: Sent cust acknowledgement...see notes	
Note Created: 2/28/2020 03:41 PM	Note Created By: Pechko, Mark
Note Type: Customer Interaction	
From: Pechko Mark, C4-US-C-21 Sent: Friday, February 28, 2020 3:41 PM To: 'R. S.' [REDACTED] > Subject: RE: [REDACTED]	
Good afternoon [REDACTED],	
Thank you for letting me know this. We will reach out to BMW Motorcycles of Grand Rapids and will monitor the status of your S 1000 RR repair.	
Kind regards, Mark	
----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services	
BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227	
Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com	
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Activity Status: Done	Activity Updated: 3/5/2020 02:50 PM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/5/2020 02:50 PM	Email To:
Activity Created By: Pechko, Mark	



**Customer Service Request Detail #** [REDACTED]

Activity Description: SW service Nick, bike arrived on Friday, have not had a chance to look at, he will open TSARA case for neutral issue, review calipers		
Note Created:	Note Created By:	Note Type:
Activity Status: Done	Activity Updated: 3/5/2020 02:57 PM	
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark	Email From:	
Activity Created: 3/5/2020 02:57 PM	Email To:	
Activity Created By: Pechko, Mark		
Activity Description: Sent cust update...see notes		
Note Created: 3/5/2020 02:57 PM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
<p>From: Pechko Mark, C4-US-C-21          Sent: Thursday, March 5, 2020 2:57 PM          To: 'R. S.' [REDACTED]          Subject: [REDACTED]</p> <p>Good afternoon Randall,</p> <p>BMW Motorcycles of Grand Rapids has confirmed that your bike is at the dealership. The diagnosis of your concerns is still pending. We will continue to monitor the status of your S 1000 RR repair.</p> <p>Kind regards,          Mark</p> <p>BMW Group          Mark Pechko          Executive Customer Care, Motorrad          Customer Relations and Services</p> <p>BMW of North America, LLC          P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811          Fax: 201-930-8484          Mail: Mark.Pechko@bmwna.com          Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ *****          This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.          *****</p>		
Activity Status: Done	Activity Updated: 3/6/2020 01:48 PM	
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark	Email From:	
Activity Created: 3/6/2020 01:47 PM	Email To:	
Activity Created By: Pechko, Mark		
Activity Description: SW Jeff/service...see notes		
Note Created: 3/6/2020 01:48 PM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
Oil cooler recall complete, no issue with front fork seals, oil ring normal		



# Customer Service Request Detail # [REDACTED]

They are working per PuMA measures on the cold start and neutral complaints Brake caliper does leak, entered part order Opened IDS tickets for all required parts	
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 3/9/2020 10:39 AM Activity Created By: Pechko, Mark Activity Description: Cust reply to dlr refusing oil change...see notes	
Activity Updated: 3/9/2020 10:39 AM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created: 3/9/2020 10:39 AM      Note Created By: Pechko, Mark      Note Type: Customer Interaction	
From: R. S. [REDACTED] Sent: Friday, March 6, 2020 3:28 PM To: Cole Haring <cole.haring@bmwmcgr.com>; Pechko Mark, C4-US-C-21 <Mark.Pechko@bmwna.com> Subject: Re: BMW S1000RR OIL  Wow. Why am I not surprised BMW would tell you to put the old oil back in. Pathetic. Don't worry about changing it, I already have the stuff at home for its next oil change.  Thanks anyway. [REDACTED]	
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 3/16/2020 03:15 PM Activity Created By: Pechko, Mark Activity Description: Sent cust update...see notes	
Activity Updated: 3/16/2020 03:16 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created: 3/16/2020 03:16 PM      Note Created By: Pechko, Mark      Note Type: Customer Interaction	
From: Pechko Mark, C4-US-C-21 Sent: Monday, March 16, 2020 3:15 PM To: 'R. S.' [REDACTED] Subject: RE: [REDACTED]  Good afternoon Randall,  We are awaiting a repair update and confirmation from BMW Motorcycles of Grand Rapids. We will continue to monitor the status of your S 1000 RR repair.  Kind regards, Mark  BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services  BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227  Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com	



# Customer Service Request Detail # [REDACTED]

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<p>Activity Status: Done                  Activity Type: Dealer Interaction                  Activity Assigned: Pechko, Mark                  To:                  Activity Created: 3/23/2020 12:04 PM                  Activity Created By: Pechko, Mark                  Activity Description: Request for repair status...see notes</p>	<p>Activity Updated: 3/23/2020 12:04 PM                  Activity Updated By: Pechko, Mark                  Email From:                  Email To:</p>
<p>Note Created: 3/23/2020 12:04 PM      Note Created By: Pechko, Mark      Note Type: Dealer Interaction</p>	
<p>From: Pechko Mark, C4-US-C-21                  Sent: Monday, March 23, 2020 12:04 PM                  To: 'nick.gris@bmwmcgr.com' &lt;nick.gris@bmwmcgr.com&gt;                  Subject: [REDACTED]</p> <p>Good afternoon Nick,</p> <p>Just checking in. Please advise on the repair status of Mr. Sniff's S 1000 RR.</p> <p>Kind regards,                  Mark</p> <p>-----                  BMW Group                  Mark Pechko                  Executive Customer Care, Motorrad                  Customer Relations and Services</p> <p>BMW of North America, LLC                  P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811                  Fax: 201-930-8484                  Mail: Mark.Pechko@bmwna.com                  Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ *****</p> <p>This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.</p> <p>*****</p>	
<p>Activity Status: Done                  Activity Type: Customer Interaction                  Activity Assigned: Pechko, Mark</p>	<p>Activity Updated: 3/23/2020 12:10 PM                  Activity Updated By: Pechko, Mark                  Email From:</p>



**Customer Service Request Detail # [REDACTED]**

To: Activity Created: 3/23/2020 12:09 PM Activity Created By: Pechko, Mark Activity Description: Sent 3rd cust update...see notes		Email To:
Note Created: 3/23/2020 12:10 PM		Note Created By: Pechko, Mark
Note Type: Customer Interaction		
From: Pechko Mark, C4-US-C-21 Sent: Monday, March 23, 2020 12:09 PM To: 'R. S.' [REDACTED] Subject: RE: [REDACTED]		
Good afternoon Randall,  Just wanted to send another update. We are awaiting a repair confirmation from BMW Motorcycles of Grand Rapids. We will continue to monitor the status of your S 1000 RR repair.  Kind regards, Mark		
BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services		
BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227		
Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com		
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Activity Status: Done		Activity Updated: 3/24/2020 09:16 AM
Activity Type: Customer Interaction		Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark		Email From:
Activity Created: 3/24/2020 09:16 AM		Email To:
Activity Created By: Pechko, Mark		
Activity Description: Cust confirmed update...see notes		
Note Created: 3/24/2020 09:16 AM		Note Created By: Pechko, Mark
Note Type: Customer Interaction		
From: R. S. <rssniff@gmail.com> Sent: Monday, March 23, 2020 12:41 PM To: Pechko Mark, C4-US-C-21 <Mark.Pechko@bmwna.com> Subject: Re: [REDACTED]		
Haven't heard from them in over two weeks. They didn't respond to my last email so I have no idea what is going on. I assume BMW doesn't have the parts to fix it.		



# Customer Service Request Detail # [REDACTED]

Activity Status: Done	Activity Updated: 3/24/2020 09:20 AM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
To: Pechko, Mark	Email To:
Activity Created: 3/24/2020 09:19 AM	
Activity Created By: Pechko, Mark	
Activity Description: Caliper parts due early April...see notes	
Note Created: 3/24/2020 09:20 AM	Note Created By: Pechko, Mark
	Note Type: Field Interaction
<p>From: DiGaetano Phil, EX-V4-US-S &lt;Philip.DiGaetano@bmwna.com&gt;                  Sent: Monday, March 23, 2020 2:09 PM                  To: Pechko Mark, C4-US-C-21 &lt;Mark.Pechko@bmwna.com&gt;                  Cc: Myers Brenton, EX-V4-US-S &lt;Brenton.Myers@bmw-motorrad.com&gt;;                  Holmes Jason, SF2-US-S-603 &lt;Jason.N.Holmes@bmwfs.com&gt;                  Subject: RE: Customer relations cases that require updated brake calipers</p> <p>Hi Mark,</p> <p>We should begin receiving larger shipments in early April.</p> <p>Regards,</p> <p>Phil</p> <p>--                  BMW Group                  Phil DiGaetano                  Material Planning and Parts Logistics Analyst                  EX-V4-US-S</p> <p>BMW of North America, LLC                  200 Chestnut Ridge Road   Woodcliff Lake, NJ 07677-7731</p> <p>Tel: 201-571-5667                  Mail: philip.digaetano@bmwna.com                  Web: www.bmwmotorcycles.com</p> <p>***** IMPORTANT--PLEASE READ *****</p> <p>This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply e-mail and permanently delete this message and its attachments, along with any copies thereof. Thank you.</p> <p>*****</p>	
Activity Status: Done	Activity Updated: 3/24/2020 09:34 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/24/2020 09:34 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Attempted dlr call, hrs. 10-6	
Note Created:	Note Created By:
	Note Type:
Activity Status: Done	Activity Updated: 3/24/2020 05:24 PM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/24/2020 05:23 PM	Email To:
Activity Created By: Pechko, Mark	



# Customer Service Request Detail # [REDACTED]

Activity Description: Dlr update...see notes		
Note Created: 3/24/2020 05:24 PM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
<p>From: Nick Gris &lt;nick.gris@bmwmcgr.com&gt; Sent: Tuesday, March 24, 2020 4:33 PM To: Pechko Mark, C4-US-C-21 &lt;Mark.Pechko@bmwna.com&gt; Subject: Re: [REDACTED]</p> <p>Good Afternoon Mark, Still waiting for the front calipers, clutch disc set and oil regulator to come in. The service department is still open (closed to customers but work is still being done). Just patiently waiting for the parts to come in. Thanks,</p> <p>Nicholas Gris Service Manager BMW &amp; Motus Motorcycles of Grand Rapids nick.gris@bmwmcgr.com (616)530-6900</p>		
Activity Status: Done	Activity Type: Customer Interaction	Activity Updated: 3/27/2020 10:25 AM
Activity Assigned To: Pechko, Mark	Activity Created: 3/27/2020 10:24 AM	Activity Created By: Pechko, Mark
Activity Description: Sent cust update...see notes		Email From:
		Email To:
Note Created: 3/27/2020 10:25 AM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
<p>From: Pechko Mark, C4-US-C-21 Sent: Friday, March 27, 2020 10:22 AM To: 'R. S.' [REDACTED]</p> <p>Good morning Randall, I hope all is well. Just wanted to send another update. The latest update from BMW Motorcycles of Grand Rapids is that the service department is still open. They are waiting for parts delivery. The Motorrad parts group has advised that the new brake caliper parts are expected to begin arriving at Motorrad dealers within early April. Your VIN in on the parts priority list. We will continue to monitor the status of your S 1000 RR repair. Kind regards, Mark</p> <p>----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY</p>		



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Activity Status: Done	Activity Updated: 3/30/2020 01:50 PM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/30/2020 01:49 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Request for repair update...see notes	
Note Created: 3/30/2020 01:50 PM	Note Created By: Pechko, Mark
	Note Type: Dealer Interaction

From: Pechko Mark, C4-US-C-21  
Sent: Monday, March 30, 2020 1:49 PM  
To: 'Nick Gris' <nick.gris@bmwmcgr.com>  
Subject: RE: Randy Sniff, 2020 S 1000 RR, VIN: ZJ27864

Good afternoon Nick,  
Just checking in again on the repair status. Have the clutch disc set and oil regulator parts and come in? The updated front calipers parts are expected to start arriving in early April and this VIN was added to the parts priority list.  
Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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Activity Status: Done	Activity Updated: 3/30/2020 02:08 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/30/2020 02:08 PM	Email To:
Activity Created By: Pechko, Mark	



# Customer Service Request Detail # [REDACTED]

Activity Description: Confirmed latest social media post...see notes	
Note Created: 3/30/2020 02:08 PM	Note Created By: Pechko, Mark
Note Type: Customer Interaction	
<p>From: Pechko Mark, C4-US-C-21                  Sent: Monday, March 30, 2020 2:07 PM                  To: 'R. S.' [REDACTED]                  Subject: RE: [REDACTED]</p> <p>Good afternoon Randall,</p> <p>Your latest social media post were received. Thank you for bringing this concern to our attention and for your patience. We will continue to monitor the status of your repair.</p> <p>Kind regards,                  Mark</p> <p>-----                  BMW Group                  Mark Pechko                  Executive Customer Care, Motorrad                  Customer Relations and Services</p> <p>BMW of North America, LLC                  P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811                  Fax: 201-930-8484                  Mail: Mark.Pechko@bmwna.com                  Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ *****                  This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.                  *****</p>	
Activity Status: Done	Activity Updated: 3/30/2020 02:17 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 3/30/2020 02:17 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Cust reply...see notes	
Note Created: 3/30/2020 02:17 PM	Note Created By: Pechko, Mark
Note Type: Customer Interaction	
<p>From: R. S. [REDACTED]                  Sent: Monday, March 30, 2020 2:07 PM                  To: Pechko Mark, C4-US-C-21 &lt;Mark.Pechko@bmwna.com&gt;                  Subject: Re: [REDACTED]</p> <p>I bet. Wanna take the bike back yet? I LOVE paying for a motorcycle I can't ride for two months.</p>	
Activity Status: Done	Activity Updated: 4/1/2020 09:30 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 4/1/2020 09:29 AM	Email To:
Activity Created By: Pechko, Mark	



# Customer Service Request Detail # [REDACTED]

Activity Description: dlr parts update...see notes	
Note Created: 4/1/2020 09:30 AM	Note Created By: Pechko, Mark
Note Type: Dealer Interaction	
From: Nicholas Gris <nick.gris@bmwmcgr.com> Sent: Tuesday, March 31, 2020 5:50 PM To: Pechko Mark, C4-US-C-21 <Mark.Pechko@bmwna.com> Subject: Re: [REDACTED]	
Hi Mark,  We have received the oil regulator but still waiting for the clutch disc set and of course the brake calipers.	
Activity Status: Done	Activity Updated: 4/1/2020 09:34 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned: Pechko, Mark	Email From:
To:	Email To:
Activity Created: 4/1/2020 09:34 AM	
Activity Created By: Pechko, Mark	
Activity Description: Request to confirm caliper color...see notes	
Note Created: 4/1/2020 09:34 AM	Note Created By: Pechko, Mark
Note Type: Dealer Interaction	
From: Pechko Mark, C4-US-C-21 Sent: Wednesday, April 1, 2020 9:33 AM To: 'Nicholas Gris' <nick.gris@bmwmcgr.com> Subject: RE: [REDACTED]	
Thanks for the update. Can you confirm if the brake calipers are black or gold?	
Kind regards, Mark	
----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services	
BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227	
Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com	
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Activity Status: Done	Activity Updated: 4/2/2020 12:55 PM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned: Pechko, Mark	Email From:



# Customer Service Request Detail # [REDACTED]

To: Activity Created: 4/2/2020 12:55 PM Activity Created By: Pechko, Mark Activity Description: 2nd Request to confirm caliper color...see notes		Email To:
Note Created: 4/2/2020 12:55 PM		Note Created By: Pechko, Mark
		Note Type: Dealer Interaction
<p>From: Pechko Mark, C4-US-C-21 Sent: Thursday, April 2, 2020 12:55 PM To: 'Nicholas Gris' &lt;nick.gris@bmwmcgr.com&gt; Subject: RE: [REDACTED]</p> <p>Just checking in again. Can you confirm the replacement caliper part number, color and that the request was through an IDS ticket?</p> <p>Kind regards, Mark</p> <p>----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>		
Activity Status: Done		Activity Updated: 4/8/2020 11:51 AM
Activity Type: Dealer Interaction		Activity Updated By: Pechko, Mark
Activity Assigned: Pechko, Mark		Email From:
To:		Email To:
Activity Created: 4/8/2020 11:51 AM		
Activity Created By: Pechko, Mark		
Activity Description: Request for repair update...see notes		
Note Created: 4/8/2020 11:51 AM		Note Created By: Pechko, Mark
		Note Type: Dealer Interaction
<p>From: Pechko Mark, C4-US-B-61 Sent: Wednesday, April 8, 2020 11:50 AM To: 'Nicholas Gris' &lt;nick.gris@bmwmcgr.com&gt; Subject: RE: [REDACTED]</p> <p>Good morning Nick, Just checking in again on the repair status.</p> <p>Please confirm the replacement caliper part number, color and that the request was through an IDS ticket.</p>		



**Customer Service Request Detail # [REDACTED]**

Kind regards,  
 Mark

-----  
 BMW Group  
 Mark Pechko  
 Executive Customer Care, Motorrad  
 Customer Relations and Services

BMW of North America, LLC  
 P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
 Fax: 201-930-8484  
 Mail: Mark.Pechko@bmwna.com  
 Web: bmwusa.com

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 \*\*\*\*\*

Activity Status: Done	Activity Updated: 4/9/2020 11:01 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 4/9/2020 11:00 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Dlr reply regarding brake part...see notes	

Note Created: 4/9/2020 11:01 AM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
---------------------------------	-------------------------------	-------------------------------

From: Nicholas Gris <nick.gris@bmwmcgr.com>  
 Sent: Wednesday, April 8, 2020 6:22 PM  
 To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
 Subject: Re: [REDACTED]

Good evening Mark,

Calipers are black.

Part numbers are 34 11 1 614 797 and 34 11 1 614 798.

IDS ticket # 3464441 and was submitted March 6th.

Activity Status: Done	Activity Updated: 4/9/2020 11:05 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
To:	Email To:
Activity Created: 4/9/2020 11:05 AM	
Activity Created By: Pechko, Mark	
Activity Description: Request to confirm that other repairs are complete...see notes	

Note Created: 4/9/2020 11:05 AM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
---------------------------------	-------------------------------	-------------------------------

From: Pechko Mark, C4-US-B-61  
 Sent: Thursday, April 9, 2020 11:04 AM  
 To: 'Nicholas Gris' <nick.gris@bmwmcgr.com>  
 Subject: RE: [REDACTED]



# Customer Service Request Detail # [REDACTED]

Hi Nick,

Thanks for the confirmation on the brake caliper. I'll check with the parts group. Is this the only remaining repair?

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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Activity Status: Done	Activity Updated: 4/9/2020 11:21 AM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned: Pechko, Mark	Email From:
To: Pechko, Mark	Email To:
Activity Created: 4/9/2020 11:20 AM	
Activity Created By: Pechko, Mark	
Activity Description: Request for parts update...see notes	

Note Created: 4/9/2020 11:21 AM	Note Created By: Pechko, Mark	Note Type: Field Interaction
---------------------------------	-------------------------------	------------------------------

From: Pechko Mark, C4-US-B-61  
Sent: Thursday, April 9, 2020 11:20 AM  
To: DiGaetano Phil, EX-V4-US-S <Philip.DiGaetano@bmwna.com>  
Cc: Myers Brenton, EX-V4-US-S <Brenton.Myers@bmw-motorrad.com>  
Subject: [REDACTED]

Hi Phil,

Can you check and advise on a brake caliper parts order at BMW Motorcycles of Grand Rapids (23795)?

Calipers are black. Part numbers are 34 11 1 614 797 and 34 11 1 614 798. IDS ticket # [REDACTED] and was submitted March 6th.

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad



# Customer Service Request Detail # [REDACTED]

Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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\*\*\*\*\*

Activity Status: Done	Activity Updated: 4/9/2020 02:57 PM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 4/9/2020 02:56 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Parts have shipped from AG, due to arrive week of 4/20...see notes	
Note Created: 4/9/2020 02:57 PM	Note Created By: Pechko, Mark
	Note Type: Field Interaction

From: DiGaetano Phil, EX-V4-US-S <Philip.DiGaetano@bmwna.com>  
Sent: Thursday, April 9, 2020 1:27 PM  
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
Cc: Myers Brenton, EX-V4-US-S <Brenton.Myers@bmw-motorrad.com>  
Subject: RE: [REDACTED]

We only received 30 of these black calipers so far which were allocated to Police bikes that were down.

There is no sufficient stock in transit to clear all BOs that should arrive next week. The dealer should have the part the week of the 20th barring any transit delays related to Covid.

Regards,  
Phil

--  
BMW Group  
Phil DiGaetano  
Material Planning and Parts Logistics Analyst  
EX-V4-US-S

BMW of North America, LLC  
200 Chestnut Ridge Road | Woodcliff Lake, NJ 07677-7731

Tel: 201-571-5667  
Mail: philip.digaetano@bmwna.com  
Web: www.bmwmotorcycles.com



# Customer Service Request Detail # [REDACTED]

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\*\*\*\*\*

Activity Status: Done  
Activity Type: Customer Interaction  
Activity Assigned To: Pechko, Mark  
Activity Created: 4/9/2020 03:06 PM  
Activity Created By: Pechko, Mark  
Activity Description: Sent cust update...see notes

Activity Updated: 4/9/2020 03:06 PM  
Activity Updated By: Pechko, Mark  
Email From:  
Email To:

Note Created: 4/9/2020 03:06 PM      Note Created By: Pechko, Mark      Note Type: Customer Interaction

From: Pechko Mark, C4-US-B-61  
Sent: Thursday, April 9, 2020 3:06 PM  
To: [REDACTED]

Good afternoon [REDACTED]  
BMW Motorcycles of Grand Rapids is waiting for the updated brake caliper parts delivery.  
The Motorrad parts group advised that the new brake caliper parts are in transit and are expected to arrive the week of the April 20th barring any transit delays related to Covid-19.  
Thank you for your patience. We will continue to monitor the status of your S 1000 RR repair.  
Kind regards,  
Mark

BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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\*\*\*\*\*

Activity Status: Done  
Activity Type: Dealer Interaction  
Activity Updated: 4/10/2020 09:13 AM  
Activity Updated By: Pechko, Mark



# Customer Service Request Detail # [REDACTED]

Activity Assigned To: Pechko, Mark Activity Created: 4/10/2020 09:12 AM Activity Created By: Pechko, Mark Activity Description: Dlr also waiting for clutch disc set parts...see notes		Email From: Email To:	
Note Created: 4/10/2020 09:12 AM		Note Created By: Pechko, Mark	
Note Type: Dealer Interaction			
From: Nicholas Gris <nick.gris@bmwmcgr.com> Sent: Thursday, April 9, 2020 5:50 PM To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com> Subject: Re: [REDACTED]			
Still waiting for the clutch disc set as well.			
Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark To: Activity Created: 4/16/2020 02:05 PM Activity Created By: Pechko, Mark Activity Description: Request for dlr update...see notes		Activity Updated: 4/16/2020 02:06 PM Activity Updated By: Pechko, Mark Email From: Email To:	
Note Created: 4/16/2020 02:06 PM		Note Created By: Pechko, Mark	
Note Type: Dealer Interaction			
From: Pechko Mark, C4-US-B-61 Sent: Thursday, April 16, 2020 2:04 PM To: 'Nicholas Gris' <nick.gris@bmwmcgr.com> Subject: RE: [REDACTED]			
Good afternoon Nick, Just checking in again on the repair status. Were the replacement calipers and clutch disc set parts received? Kind regards, Mark			
BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services			
BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227			
Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com			
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Activity Status: Done Activity Type: Dealer Interaction Activity Assigned To: Pechko, Mark Activity Created: 4/20/2020 10:34 AM Activity Created By: Pechko, Mark		Activity Updated: 4/20/2020 10:36 AM Activity Updated By: Pechko, Mark Email From: Email To:	



# Customer Service Request Detail # [REDACTED]

Activity Description: Dlr received brakes, waiting for clutch disc set...see notes	
Note Created: 4/20/2020 10:35 AM	Note Created By: Pechko, Mark
Note Type: Dealer Interaction	
From: Nicholas Gris <nick.gris@bmwmcgr.com> Sent: Friday, April 17, 2020 4:05 PM To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com> Subject: Re: [REDACTED]	
Hey Mark,  We recieved the brake calipers yesterday. Still waiting for the clutch disc set to come in.	
Activity Status: Done	Activity Updated: 4/20/2020 10:39 AM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 4/20/2020 10:39 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Sent cust update...see notes	
Note Created: 4/20/2020 10:39 AM	Note Created By: Pechko, Mark
Note Type: Customer Interaction	
From: Pechko Mark, C4-US-B-61 Sent: Monday, April 20, 2020 10:39 AM To: [REDACTED]	
Good afternoon Randall, BMW Motorcycles of Grand Rapids confirmed receipt of the updated brake caliper parts. We will continue to monitor the status of your S 1000 RR repair. Thank you again for your patience. Kind regards, Mark	
----- BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services	
BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227	
Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com	
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Activity Status: Done	Activity Updated: 4/21/2020 09:14 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:



# Customer Service Request Detail # [REDACTED]

Activity Created: 4/21/2020 09:14 AM		Email To:	
Activity Created By: Pechko, Mark			
Activity Description: Cust confirmed update...see notes			
Note Created: 4/21/2020 09:14 AM		Note Created By: Pechko, Mark	
		Note Type: Dealer Interaction	
<p>From: R. S. [REDACTED] Sent: Monday, April 20, 2020 11:06 AM To: Pechko Mark, C4-US-B-61 &lt;Mark.Pechko@bmwna.com&gt; Subject: Re: [REDACTED]</p> <p>Two months for a warranty repair. Amazing service.</p>			
Activity Status: Done		Activity Updated: 4/27/2020 05:03 PM	
Activity Type: Dealer Interaction		Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark		Email From:	
Activity Created: 4/27/2020 05:02 PM		Email To:	
Activity Created By: Pechko, Mark			
Activity Description: Request for update on parts delivery...see notes			
Note Created: 4/27/2020 05:03 PM		Note Created By: Pechko, Mark	
		Note Type: Dealer Interaction	
<p>From: Pechko Mark, C4-US-B-61 Sent: Monday, April 27, 2020 5:01 PM To: 'Nicholas Gris' &lt;nick.gris@bmwmcgr.com&gt; Subject: RE: [REDACTED]</p> <p>Good afternoon Nick, Just checking in again on the repair status. Was the clutch disc set part received? Kind regards, Mark</p> <p>BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>			
Activity Status: Done		Activity Updated: 4/29/2020 11:24 AM	
Activity Type: Dealer Interaction		Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark		Email From:	
Activity Created: 4/29/2020 11:23 AM		Email To:	



# Customer Service Request Detail # [REDACTED]

Activity Created By: Pechko, Mark Activity Description: Clutch disc set part ETA 5/1...see notes		
Note Created: 4/29/2020 11:23 AM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
<p>From: Nicholas Gris &lt;nick.gris@bmwmcgr.com&gt; Sent: Tuesday, April 28, 2020 5:59 PM To: Pechko Mark, C4-US-B-61 &lt;Mark.Pechko@bmwna.com&gt; Subject: Re: [REDACTED]</p> <p>Good evening Mark,</p> <p>Still haven't received it yet. Checked today and it's still on the back order list with an ETA to Nazareth for 5/1/2020.</p>		
Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Pechko, Mark Activity Created: 4/29/2020 11:27 AM Activity Created By: Pechko, Mark Activity Description: Sent cust update...see notes		
Activity Updated: 4/29/2020 11:27 AM Activity Updated By: Pechko, Mark Email From: Email To:		
Note Created: 4/29/2020 11:27 AM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
<p>From: Pechko Mark, C4-US-B-61 Sent: Wednesday, April 29, 2020 11:26 AM To: [REDACTED] Subject: RE: [REDACTED]</p> <p>Good morning Randall, Just another quick update. BMW Motorcycles of Grand Rapids confirmed receipt of the clutch disc set part ETA the week of May 4. We will continue to monitor the status of your S 1000 RR repair. Thank you again for your patience. Kind regards, Mark</p> <p>BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>		
Activity Status: Done Activity Updated: 4/29/2020 01:10 PM		



# Customer Service Request Detail # [REDACTED]

Activity Type: Email - Inbound  
Activity Assigned To: Mcclellan, Matthew  
Activity Created: 4/29/2020 11:49 AM  
Activity Created By: Administrator, Siebel  
Activity Description: Fwd: Your Motorrad Correspondence [REDACTED]

Activity Updated By: Mcclellan, Matthew  
Email From: [REDACTED]  
Email To: CustomerService@bmwmotorcycles.com

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

[REDACTED]

So my 2020 S1000RR ( [REDACTED] ) has been at BMW Motorcycles of Grand Rapids for over two months now waiting on warranty repairs. What is going on? Why am I paying on a bike I don't have and cant ride? I will be filing a complaint with the Michigan attorney generals office tomorrow unless I am provided with a completion date for the repairs, a refund of the last two months payments made to BMW, or a refund of the purchase price, since it hasn't ran right since new, and you take the bike back.

[REDACTED]

----- Forwarded message -----  
From: [REDACTED]  
Date: Wed, Jan 29, 2020 at 9:34 AM  
Subject: Re: Your Motorrad Correspondence [REDACTED]  
To: <CustomerService@bmwmotorcycles.com>

So I noticed yet another problem with my 2020 S1000RR. Both my front calipers are leaking break fluid. After reading forums around the world, this appears to be something BMW is actually admitting to. Two questions for you, if you know that brake calipers are leaking why are you not notifying your customers? This seems extremely dangerous and disappointing. Also, are parts available to fix this and do you come pick it up and deliver it to the dealership 2 1/2 hours away for free or are you claiming this bike is still safe to ride there?

I appreciate any response.

Thank you,  
[REDACTED]

On Tue, Oct 8, 2019 at 10:38 AM  
<CustomerService@bmwmotorcycles.com> wrote:

> Dear [REDACTED],  
>  
> Thank you for contacting BMW Motorrad USA.  
>  
> We are writing to let you know that your e-mail correspondence to BMW Motorcycles of Grand Rapids will be kept on file at BMW Motorrad USA.  
>  
> For your convenience, the BMW Motorrad Customer Relations and Services Department is available Monday through Thursday from 9:00 a.m. to 9:00 p.m. ET and Friday from 9:00 a.m. to 6:00 p.m. ET. You can reach us at

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

> 1-800-831-1117.  
>  
> Thanks again for writing us.  
>  
> Regards,  
>  
> Katie Dawes  
> BMW Motorrad USA  
> Representative  
>  
> MAKE LIFE A RIDE.  
>  
> FEEL EVERYTHING, FEAR NOTHING.  
> Build your own bike at [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com).  
>  
> -----Original Message-----  
>  
> From: [REDACTED]  
> Sent: 10/8/2019 12:00:00 AM  
> To: Nick Gris <[nick.gris@bmwmcgr.com](mailto:nick.gris@bmwmcgr.com)>;  
> CustomerService@bmwmotorcycles.com  
> Subject: 2020 "Fix"  
>  
> Hi Nick,  
>  
> Just checking in to see if there are any fixes for the stalling, clutch, or  
> lack of power issues yet? According to the forum's there is supposed  
> to be  
> a fix for the neutral issues.  
>  
> "Since August production a oil control valve has been fitted into the end  
> of the input shaft to help with clutch separation. This can be retrofitted  
> onto previous bikes prior to August production. A modified clutch pack  
> has  
> been introduced since September production which will replace the old  
> parts. The friction plates have been optimized."  
>  
> <https://s1000rforum.co.uk/showthread.php?14577-Gen-4-Neutral-issues-Solution>  
>  
> Any word on this possible fix?  
>  
> Thank you,  
> [REDACTED]  
>  
> On Fri, Aug 30, 2019 at 7:21 PM Nick Gris <[nick.gris@bmwmcgr.com](mailto:nick.gris@bmwmcgr.com)>  
> wrote:  
>  
> > Hey [REDACTED]  
> >  
> > Sorry to hear that you're having issues with your bike.  
> >  
> > From the video, does the stalling only happen when you try starting  
> the  
> > bike as the display is doing the transition or does it happen if you turn  
> > the key on and wait 10 seconds and then try to start the bike?  
> >  
> > I hear you and can understand the frustration.  
> >  
> > Can you please remind what the issue you are having with the  
> clutch?

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

>>  
>> Don't worry about us Randy, we got you.  
>>  
>> Have a good holiday weekend and look forward to seeing you in the future.  
>>  
>> Thanks,  
>>  
>> Nicholas Gris  
>> Service Manager  
>> BMW & Motus Motorcycles of Grand Rapidsnick.gris@bmwmcgr.com  
>> (616)530-6900  
>>  
>> On 8/30/2019 10:55 AM, R. S. wrote:  
>>  
>> Hey Nick,  
>>  
>> Just wanted to let you know that I talked to BMW Motorrad USA today and  
>> they have basically said I am screwed. They offered no additional fix for  
>> the stalling, they are still denying there is an issue with the clutch,  
>> and  
>> they said they are not even working on a fix for the lack of power.  
>>  
>> It is unfortunately time for me to get loud. I apologize now if any of  
>> the  
>> issues I cause come back on BMW Motorcycles of Grand Rapids.  
You guys  
> have  
>> been great and I know there is nothing you can do until BMW admits there  
> is  
>> a problem and offers to fix them. I make it very clear whenever I talk to  
>> BMW Motorrad USA that my complaints are with them, not your dealership.  
>>  
>> Thanks again,  
>>  
>> [REDACTED]  
>>  
>> On Wed, Aug 28, 2019 at 9:11 AM R. S. [REDACTED] > wrote:  
>>  
>>> Hi Nick,  
>>>  
>>> It appears the fix for the stalling issue didn't work. The attached  
>>> video is yesterday's start.  
>>>  
>>> The update had no affect on the lack of power either. I didn't think it  
>>> would.  
>>> [REDACTED]  
>>> <  
>>> [REDACTED]  
>>>  
>>> Also, the clutch issue seems to be getting worse. Sometimes I really  
>>> have  
>>> to stomp on the shifter to get it out of 2nd gear and I have given up  
>>> trying to find neutral at stop lights.  
>>>  
>>> Please keep the pressure on BMW to fix these bikes.



**Customer Service Request Detail # [REDACTED]**

Created By Customer Relations Dept

<p>&gt;&gt;&gt;                  &gt;&gt;&gt; Thank you,                  &gt;&gt;&gt; [REDACTED]                  &gt;&gt;&gt;                  &gt;&gt;                  &gt;</p>		
<p>Activity Status: Done                  Activity Type: Customer Interaction                  Activity Assigned To: Pechko, Mark                  Activity Created: 4/30/2020 10:32 AM                  Activity Created By: Pechko, Mark                  Activity Description: Cust confirmed update, he will inform state AG...see notes</p>		<p>Activity Updated: 4/30/2020 10:41 AM                  Activity Updated By: Pechko, Mark                  Email From:                  Email To:</p>
<p>Note Created: 4/30/2020 10:33 AM</p>		<p>Note Created By: Pechko, Mark</p>
<p>Note Type: Customer Interaction</p>		
<p>From: R. S. [REDACTED]                  Sent: Wednesday, April 29, 2020 11:36 AM                  To: Pechko Mark, C4-US-B-61 &lt;Mark.Pechko@bmwna.com&gt;                  Subject: Re: [REDACTED]</p> <p>I thought we were just waiting on the brake parts which were received last week. You have now had the bike over two months. I will be renewing my complaint with the attorney generals office.</p>		
<p>Activity Status: Done                  Activity Type: Field Interaction                  Activity Assigned To: Pechko, Mark                  Activity Created: 4/30/2020 10:41 AM                  Activity Created By: Pechko, Mark                  Activity Description: Request to parts group...see notes</p>		<p>Activity Updated: 4/30/2020 10:41 AM                  Activity Updated By: Pechko, Mark                  Email From:                  Email To:</p>
<p>Note Created: 4/30/2020 10:41 AM</p>		<p>Note Created By: Pechko, Mark</p>
<p>Note Type: Field Interaction</p>		
<p>From: Pechko Mark, C4-US-B-61                  Sent: Thursday, April 30, 2020 10:41 AM                  To: DiGaetano Phil, EX-V4-US-S &lt;Philip.DiGaetano@bmwna.com&gt;                  Cc: Myers Brenton, EX-V4-US-S &lt;Brenton.Myers@bmw-motorrad.com&gt;                  Subject: FW: [REDACTED]</p> <p>Hi Phil,</p> <p>Can you check and confirm the status of the clutch disc set part order at BMW MC of Grand Rapids (23795)? The bike has been at the dealer since Feb. 28 for repairs.</p> <p>Kind regards,                  Mark</p> <p>-----                  BMW Group                  Mark Pechko                  Executive Customer Care, Motorrad                  Customer Relations and Services</p> <p>BMW of North America, LLC                  P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811                  Fax: 201-930-8484                  Mail: Mark.Pechko@bmwna.com                  Web: bmwusa.com</p> <p>***** IMPORTANT-PLEASE READ *****</p>		



# Customer Service Request Detail # [REDACTED]

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 \*\*\*\*\*

Activity Status: Done	Activity Updated: 4/30/2020 02:44 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 4/30/2020 02:42 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: SW cust...see notes	

Note Created: 4/30/2020 02:42 PM      Note Created By: Pechko, Mark      Note Type: Customer Interaction

c/s very angry, demanded to know when repairs will be completed  
 wtr advised still waiting on clutch parts ETA still pending  
 c/s request for repurchase  
 c/s he will inform state of MI AG again and will post on social media  
 wtr to review request for repurchase and advise

Activity Status: Done	Activity Updated: 4/30/2020 02:46 PM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
To:	Email To:
Activity Created: 4/30/2020 02:46 PM	
Activity Created By: Pechko, Mark	
Activity Description: Sent recap...see notes	

Note Created: 4/30/2020 02:46 PM      Note Created By: Pechko, Mark      Note Type: Field Interaction

From: Pechko Mark, C4-US-B-61  
 Sent: Thursday, April 30, 2020 2:41 PM  
 To: Myers Brenton, EX-V4-US-S <Brenton.Myers@bmw-motorrad.com>  
 Subject: [REDACTED]

Hi Brent,

I have a case escalation involving [REDACTED] and his S 1000 RR. The bike is at the BMW Motorcycles of Grand Rapids since Feb. 28 and the customer is requesting repurchase.

Customer Name: [REDACTED]  
 Vehicle Chassis: ZJ27864  
 MY/Model: 2020 S 1000 RR  
 In-Service Date: 5/30/2019  
 Current Mileage: 2770  
 Dealer Name: BMW Motorcycles of Grand Rapids (23795)  
 Original owner: Yes  
 Vehicle financed? BWM FS  
 Days Down: Since 2/28/20  
 Previous Goodwill: None

Ownership History:  
 2016 BMW S 1000 RR Z353720  
 2010 BMW S 1000 RR ZV41156

Customer Concern: The customer stated multiple issues including but not limited to the leaking brake calipers including potential damage to the wheel coating from the brake fluid, the clutch that doesn't seem to ever completely disengage, the lack of neutral and shifting issues, the oil cooler recall, stalling and backfiring, lack of power, and the possible leaking front forks.



# Customer Service Request Detail # [REDACTED]

Customer Request: The customer is requesting repurchase.

Dealer Comments:  
BMW Motorcycles of Grand Rapids, Nicholas Gris, They picked up the bike on Feb. 28. They completed the recall, received the brake calipers and are still waiting for the clutch disc set to come in. Clutch 21 21 9 829 511, is still on backorder and now showing 5/27/2020.

Additional Notes:  
March 6 TSARA case for difficulty finding neutral  
September 11, 2019 MI State AG complaint. We advised that we spoke to [REDACTED] on August 30 regarding his concerns and requested that he schedule service for BMW to inspect this vehicle. The customer stated that he lives 5 hours round trip and he has no plans for service until he knows BMW can repair the bike. He also stated that he would wait until Spring.  
The customer is very active on social media.

Please review and advise.

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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\*\*\*\*\*

Activity Status: Done	Activity Updated: 5/1/2020 09:25 AM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/1/2020 09:25 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Repurchase approval...see notes	
Note Created: 5/1/2020 09:25 AM	Note Created By: Pechko, Mark
	Note Type: Field Interaction
From: Myers Brenton, EX-V4-US-S <Brenton.Myers@bmw-motorrad.com>	
Sent: Thursday, April 30, 2020 3:18 PM	
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>	



# Customer Service Request Detail # [REDACTED]

Subject: RE: [REDACTED]

Hi Mark,  
I think this is a good candidate for repurchase  
Regards  
Brenton

Activity Status: Done  
Activity Type: Customer Interaction  
Activity Assigned: Pechko, Mark  
To: Pechko, Mark  
Activity Created: 5/1/2020 09:39 AM  
Activity Created By: Pechko, Mark  
Activity Description: Advised cust of repurchase, request for docs...see notes

Activity Updated: 5/1/2020 09:39 AM  
Activity Updated By: Pechko, Mark  
Email From:  
Email To:

Note Created: 5/1/2020 09:39 AM      Note Created By: Pechko, Mark      Note Type: Customer Interaction

From: Pechko Mark, C4-US-B-61  
Sent: Friday, May 1, 2020 9:39 AM  
To: [REDACTED]  
Subject: [REDACTED]

Good morning Randall,  
This email is notice that BMW of North America, LLC, will repurchase your motorcycle.

Please scan or fax return copies of the following documents to me via fax to 201-930-8484 or via e-mail at Mark.Pechko@bmwna.com:

- Dealer vehicle sales contract/bill of sale
- Current and valid registration
- A copy of the title front and back

Upon receipt of all requested documents, I will prepare the repurchase settlement agreement.

If you have any questions, please contact me at 1-800-831-1117 ext. 5811 from 9 a.m. to 5 p.m. Eastern Time.

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwna.com

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# Customer Service Request Detail # [REDACTED]

immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you.  
\*\*\*\*\*

Activity Status: Done	Activity Updated: 5/4/2020 01:22 PM	
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark	Email From:	
Activity Created: 5/4/2020 01:20 PM	Email To:	
Activity Created By: Pechko, Mark		
Activity Description: Cust reply with title, bill of sale, expired reg...see notes & attached		
Note Created: 5/4/2020 01:22 PM	Note Created By: Pechko, Mark	Note Type: Customer Interaction

From: R. S. [REDACTED]  
Sent: Friday, May 1, 2020 3:07 PM  
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
Subject: Re: [REDACTED]

See attached. The registration has expired, I haven't renewed it because I don't have a motorcycle.

Activity Status: Done	Activity Updated: 5/4/2020 01:22 PM	
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark	Email From:	
Activity Created: 5/4/2020 01:21 PM	Email To:	
Activity Created By: Pechko, Mark		
Activity Description: Request cust renew registration...see notes		
Note Created: 5/4/2020 01:21 PM	Note Created By: Pechko, Mark	Note Type: Customer Interaction

From: Pechko Mark, C4-US-B-61  
Sent: Monday, May 4, 2020 1:20 PM  
To: R. S. [REDACTED]

Good afternoon Randall,  
The copy of the sales contract and title front and back were received. The current and valid registration will be required to process the title transfer. Please renew the registration and forward a copy with the cost of renewal.  
Kind regards,  
Mark

BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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# Customer Service Request Detail # [REDACTED]

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 \*\*\*\*\*

Activity Status: Done	Activity Updated: 5/4/2020 01:36 PM
Activity Type: Field Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/4/2020 01:23 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Part will arrive next week...see notes	

Note Created: 5/4/2020 01:23 PM      Note Created By: Pechko, Mark      Note Type: Field Interaction

From: DiGaetano Phil, EX-V4-US-S <Philip.DiGaetano@bmwna.com>  
 Sent: Monday, May 4, 2020 9:37 AM  
 To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
 Cc: Myers Brenton, EX-V4-US-S <Brenton.Myers@bmw-motorrad.com>  
 Subject: RE: [REDACTED]

Parts arrived in CD; it looks like the dealership cancelled 2 of their 3 orders for it. I pushed the open one over to AG for Direct Ship. PO 3502054433.

It should arrive at the dealership early next week.

Regards,  
 Phil  
 --  
 BMW Group  
 Phil DiGaetano  
 Material Planning and Parts Logistics Analyst  
 EX-V4-US-S

BMW of North America, LLC  
 200 Chestnut Ridge Road | Woodcliff Lake, NJ 07677-7731

Tel: 201-571-5667  
 Mail: philip.digaetano@bmwna.com  
 Web: www.bmwmotorcycles.com

Activity Status: Done	Activity Updated: 5/4/2020 01:36 PM
Activity Type: BBB State Office Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/4/2020 01:34 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: MI State AG consumer complaint...see notes & attached	

Note Created: 5/4/2020 01:36 PM      Note Created By: Pechko, Mark      Note Type: BBB State Office Interaction

From: Email, CP <CP\_Email@michigan.gov>  
 Sent: Monday, May 4, 2020 9:37 AM  
 To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
 Subject: [REDACTED]

Please review the attached documents and respond accordingly.

Thank you.

Activity Status: Done	Activity Updated: 5/4/2020 01:53 PM
-----------------------	-------------------------------------



# Customer Service Request Detail # [REDACTED]

Activity Type: BBB State Office Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/4/2020 01:52 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Advised MI state of offer to repurchase...see notes	
Note Created: 5/4/2020 01:52 PM	Note Created By: Pechko, Mark
Note Type: BBB State Office Interaction	
<p>From: Pechko Mark, C4-US-B-61 Sent: Monday, May 4, 2020 1:51 PM To: 'Email, CP' &lt;CP_Email@michigan.gov&gt; Subject: Refer to AG No.: 2019-cp08301040314-B</p> <p>Re: [REDACTED]</p> <p>Dear Chad:</p> <p>BMW of North America, LLC received your May 4, 2020 letter of the consumer complaint for the above-referenced customer and motorcycle.</p> <p>We reviewed Mr. Sniff's concerns and he was informed on Friday May 1, 2020 that BMW of North America, LLC, will repurchase his motorcycle.</p> <p>We requested that he return copies of the dealer vehicle sales contract/bill of sale, current and valid registration and a copy of the title front and back.</p> <p>Upon receipt of all requested documents, I will prepare the repurchase settlement agreement for his review and signature.</p> <p>Kind regards, Mark</p> <p>BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 201-571-5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>	
Activity Status: Done	Activity Updated: 5/4/2020 01:54 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/4/2020 01:53 PM	Email To:
Activity Created By: Pechko, Mark	



# Customer Service Request Detail # [REDACTED]

Activity Description: Cust refusal to renew registration...see notes		
Note Created: 5/4/2020 01:54 PM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
<p>From: [REDACTED] Sent: Monday, May 4, 2020 1:24 PM To: Pechko Mark, C4-US-B-61 &lt;Mark.Pechko@bmwna.com&gt; Subject: Re: [REDACTED]</p> <p>No. I am not going to insure the bike and pay to renew a plate in order to sell it. Besides, our secretary of state offices are closed indefinitely due to covid 19 so it's not even possible. My plate and registration are not required to sell a vehicle.</p>		
Activity Status: Done	Activity Type: Customer Interaction	Activity Updated: 5/5/2020 10:10 AM
Activity Assigned: Pechko, Mark	To: Pechko, Mark	Activity Updated By: Pechko, Mark
Activity Created: 5/5/2020 10:09 AM	Activity Created By: Pechko, Mark	Email From:
Activity Description: Request for registration renewal...see notes		Email To:
Note Created: 5/5/2020 10:10 AM	Note Created By: Pechko, Mark	Note Type: Customer Interaction
<p>From: Pechko Mark, C4-US-B-61 Sent: Tuesday, May 5, 2020 10:09 AM To: 'R. S.' [REDACTED]</p> <p>Good morning Randall, The copy of the current and valid registration will be required to proceed. The cost of the renewal will be included in the repurchase amount paid to you. While state offices may be closed due to the COVID19, many state DMV online functions such as registration renewal are still available. Kind regards, Mark</p> <p>BMW Group Mark Pechko Executive Customer Care, Motorrad Customer Relations and Services</p> <p>BMW of North America, LLC P.O. Box 1227 - Westwood, NJ 07675-1227</p> <p>Tel: 800-831-1117 ext. 5811 Fax: 201-930-8484 Mail: Mark.Pechko@bmwna.com Web: bmwusa.com</p> <p>***** IMPORTANT--PLEASE READ ***** This electronic message, including its attachments, is COMPANY CONFIDENTIAL and may contain PROPRIETARY or LEGALLY PRIVILEGED information. If you are not the intended recipient, you are hereby notified that any use, disclosure, copying, or distribution of this message or any of the information included in it is unauthorized and strictly prohibited. If you have received this message in error, please immediately notify the sender by reply email and permanently delete this message and its attachments, along with any copies thereof. Thank you. *****</p>		



# Customer Service Request Detail # [REDACTED]

Activity Status: Done		Activity Updated: 5/6/2020 03:08 PM	
Activity Type: Customer Interaction		Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark		Email From:	
Activity Created: 5/6/2020 03:07 PM		Email To:	
Activity Created By: Pechko, Mark			
Activity Description: Cust reply, valid plate is NOT required, Not sure what you are trying to pull...see notes			
Note Created: 5/6/2020 03:07 PM		Note Created By: Pechko, Mark	Note Type: Customer Interaction
From: R. S. [REDACTED]			
Sent: Tuesday, May 5, 2020 10:14 AM			
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>			
Subject: Re: [REDACTED]			
Mark,			
A valid plate is NOT required to sell a vehicle. Not sure what you are trying to pull. All you need to sell a motorcycle is the title. BMW should not care whether I have a current plate on my bike or not, you will not be getting my plate in any potential sale. My bike currently has storage insurance on it, in order to get a new tab for my plate I'd have to put full coverage on it and wait for the SOS to open so I can go in and renew. You can not renew a plate online that only has storage insurance. You can only update the insurance in person with the SOS. No idea when our SOS offices are going to open again, the earliest they could open is sometime in June. I will update my complaint with the attorney general.			
Activity Status: Done		Activity Updated: 5/6/2020 03:12 PM	
Activity Type: Customer Interaction		Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark		Email From:	
Activity Created: 5/6/2020 03:11 PM		Email To:	
Activity Created By: Pechko, Mark			
Activity Description: Cust reply with registration...see notes & attached			
Note Created: 5/6/2020 03:11 PM		Note Created By: Pechko, Mark	Note Type: Customer Interaction
From: R. S. [REDACTED]			
Sent: Tuesday, May 5, 2020 2:02 PM			
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>			
Subject: [REDACTED]			
see attached. Looks like the attorney general pulled some strings.			
Activity Status: Done		Activity Updated: 5/6/2020 04:03 PM	
Activity Type: Customer Interaction		Activity Updated By: Pechko, Mark	
Activity Assigned To: Pechko, Mark		Email From:	
Activity Created: 5/6/2020 04:02 PM		Email To:	
Activity Created By: Pechko, Mark			
Activity Description: Sent repurchase agreement...see notes & attached			
Note Created: 5/6/2020 04:02 PM		Note Created By: Pechko, Mark	Note Type: Customer Interaction
From: Pechko Mark, C4-US-B-61			
Sent: Wednesday, May 6, 2020 4:02 PM			
To: [REDACTED]			
Subject: [REDACTED]			
Good afternoon Randall,			
Your registration was received. Attached is the settlement agreement and release for your review and signature. The settlement amounts include the following:			
Payment by BMW NA to Customer: \$3,325.14			



# Customer Service Request Detail # [REDACTED]

Payoff by BMW NA to BMW FS: \$21,203.00

Customers going through a buyback should continue with their scheduled payments until the repurchase is finalized. You will receive a refund from BMW FS for any overpayments once the buyback is final.

Please scan or fax a copy of the signed settlement agreement back to me. I will submit a request to process the check request for the payoff amounts once I receive this back.

The surrender will be completed at BMW Motorcycles of Grand Rapids and you will be contacted by a transfer agent from Impartial Services Group (ISG/Stericycle) with additional surrender instructions. This process normally takes 3 weeks.

Thank you in advance for your cooperation and I apologize for this inconvenience.

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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\*\*\*\*\*

Activity Status: Done	Activity Updated: 5/7/2020 11:50 AM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/7/2020 11:49 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Cust return of signed settlement...see notes & attached	
Note Created: 5/7/2020 11:49 AM	Note Created By: Pechko, Mark
	Note Type: Customer Interaction

From: R. S. [REDACTED]  
Sent: Thursday, May 7, 2020 7:30 AM  
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
Subject: Re: [REDACTED]

see attached.



**Customer Service Request Detail #** [REDACTED]

Activity Status: Done	Activity Updated: 5/7/2020 11:52 AM
Activity Type: General	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/7/2020 11:52 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Initiated buyback in portal	
Note Created:	Note Created By:
	Note Type:

Activity Status: Done	Activity Updated: 5/7/2020 12:55 PM
Activity Type: ISG Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/7/2020 12:55 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Submitted surrender request...see notes	
Note Created: 5/7/2020 12:55 PM	Note Created By: Pechko, Mark
	Note Type: ISG Interaction

From: BWessenberg@impartialservices.com  
 <BWessenberg@impartialservices.com> On Behalf Of  
 noreply@impartialservices.com  
 Sent: Thursday, May 7, 2020 12:06 PM  
 To: Jeremy.Jackson@STERICYCLE.com  
 Cc: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>;  
 nick.gris@bmwmcgr.com  
 Subject: [REDACTED]

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

Case Details

Vehicle: 2020 Motorcycle S 1000 RR  
 Dealer Name:  
 Dealer Contact: Nicholas Gris  
 Dealer Email Provided: nick.gris@bmwmcgr.com  
 Reason for Buyback:  
 Is Vehicle Repaired: N  
 Case Originated From: Customer Relations - Mark Pechko

Activity Status: Done	Activity Updated: 5/7/2020 01:44 PM
Activity Type: Customer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/7/2020 01:43 PM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Confirmed surrender request...see notes	
Note Created: 5/7/2020 01:44 PM	Note Created By: Pechko, Mark
	Note Type: Customer Interaction

From: Pechko Mark, C4-US-B-61  
 Sent: Thursday, May 7, 2020 1:43 PM  
 To: [REDACTED]

Good afternoon Randall,

Your signed settlement was received. I submitted a request to process the check request for the payoff amounts and you will be contacted by a transfer agent from Impartial Services Group (ISG/Stericycle) with additional surrender instructions. This process normally takes 3 weeks.



# Customer Service Request Detail # [REDACTED]

Thank you again for your cooperation.

Kind regards,  
Mark

-----  
BMW Group  
Mark Pechko  
Executive Customer Care, Motorrad  
Customer Relations and Services

BMW of North America, LLC  
P.O. Box 1227 - Westwood, NJ 07675-1227

Tel: 800-831-1117 ext. 5811  
Fax: 201-930-8484  
Mail: Mark.Pechko@bmwna.com  
Web: bmwusa.com

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\*\*\*\*\*

Activity Status: Done	Activity Updated: 5/8/2020 10:48 AM
Activity Type: Dealer Interaction	Activity Updated By: Pechko, Mark
Activity Assigned To: Pechko, Mark	Email From:
Activity Created: 5/8/2020 10:47 AM	Email To:
Activity Created By: Pechko, Mark	
Activity Description: Dlr update, clutch parts arrived...see notes	

Note Created: 5/8/2020 10:48 AM	Note Created By: Pechko, Mark	Note Type: Dealer Interaction
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From: Brandon Gremban <brandon.gremban@bmwmcgr.com>  
Sent: Friday, May 8, 2020 9:27 AM  
To: Pechko Mark, C4-US-B-61 <Mark.Pechko@bmwna.com>  
Subject: [REDACTED], [REDACTED]

Good Morning Mark,

Just wanted to keep you in the loop, we just received that clutch pack kit this morning. We are planning on proceeding with the repairs to this bike. Just wanted to make sure that's not an issue. I would assume since its a warranty repair we would be paid regardless of the ownership on the motorcycle.

Please let me know if there would be any issue with us completing the repairs.

--  
Brandon Gremban  
Parts / Sales / Service  
BMW Motorcycles of Grand Rapids  
5995 S Division  
Grand Rapids, MI 49548  
brandon.gremban@bmwmcgr.com