

BMW of North America, LLC  
BMW Group Company



Created By Customer Relations Dept

## Customer Service Request Detail # [REDACTED]

### Customer

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

### Service Request

Service Request #:	[REDACTED]
Brand:	BMW
Type:	Complaint
Source:	Phone
Current Status:	Closed
Date Opened:	9/13/2019 10:32 AM
Created By:	Whitlow, Romaeo
Rep Assigned:	Whitlow, Romaeo
Date Assigned:	9/13/2019 10:35 AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	9/13/2019 10:35 AM
Close Rep:	Whitlow, Romaeo
Issue Note:	Parts Back Ordered

### Vehicle

Chassis # (US):	ZH99445
Chassis # (Non - US):	
Year:	2019
Model:	R 1250 GS US
Mileage:	
Sale:	8/20/19
In Service Date:	8/20/19
Production Date:	3/7/19

### Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL12	Delivery Problem / Delay	BRAKES	3400	BRAKES

### Solution Notes

Created	Solution
9/13/2019	Wttr adv would have to continue working with parts department at DLR to receive status updates Wttr adv will file a formal complaint

### Attachments

File Name	Comments



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

Created By Customer Relations Dept

Activity Status: Done	Activity Updated: 9/13/2019 10:35 AM
Activity Type: Customer Interaction	Activity Updated By: Whitlow, Romaeo
Activity Assigned To: Whitlow, Romaeo	Email From:
Activity Created: 9/13/2019 10:32 AM	Email To:
Activity Created By: Whitlow, Romaeo	
Activity Description: See Notes>>	
Note Created: 9/13/2019 10:33 AM	Note Created By: Whitlow, Romaeo
	Note Type: Customer Interaction
C/S bought brand new veh off showroom C/S the DLR said the brake is leaking C/S DLR tried to order a new Brake Caliber there has been a delay in getting the parts Cust. wants to know the status of the parts and if there is an ETA for parts Wttr adv would have to continue working with parts department at DLR to receive status updates Wttr adv will file a formal complaint	



# Customer Service Request Detail # [REDACTED]

**Customer**

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

**Service Request**

Service Request #: [REDACTED]  
 Brand: BMW  
 Type: Complaint  
 Source: Email-Inbound  
 Current Status: Closed  
 Date Opened: 10/1/2019 02:28 PM  
 Created By: Dawes, Katie  
 Rep Assigned: Dawes, Katie  
 Date Assigned: 10/1/2019 02:58 PM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 10/1/2019 02:58 PM  
 Close Rep: Dawes, Katie  
 Issue Note: Leaking Brake Caliper / Recall inquiry

**Vehicle**

Chassis # (US): ZF78210  
 Chassis # (Non - US):  
 Year: 2019  
 Model: R 1250 GS ADVEN  
 Mileage:  
 Sale: 5/10/19  
 In Service Date: 5/10/19  
 Production Date: 2/21/19

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
SV06	TECHNICAL ASSISTANCE / INFORMATION	BRAKES	3400	BRAKES
SV09	RECALL/CAMPAIGN CONTACT	BRAKES	3400	BRAKES

**Solution Notes**

Created	Solution
10/1/2019	wtr adv no recalls at this time. seek diag from dlr

**Attachments**

File Name	Comments



# Customer Service Request Detail # [REDACTED]

Activity Status:	Done	Activity Updated:	10/1/2019 02:57 PM
Activity Type:	Email - Inbound	Activity Updated By:	Dawes, Katie
Activity Assigned To:	Dawes, Katie	Email From:	[REDACTED]
Activity Created:	9/29/2019 12:58 PM	Email To:	CustomerService@bmwmotorcycles.com
Activity Created By:	Administrator, Siebel		
Activity Description:	R 1250 GSA Brake Issue		

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

Hello,

I have a 2019 R 1250 GSA ([REDACTED]) which appears to have a leaking brake caliper in the front. I found residue on the saddle and on the inside there appears to be some fluid. I read on German forums that this is an issue which is getting addressed by BMW. Could you please advise how this issue is handled here in the US?

Thanks,

[REDACTED] Vail, AZ [REDACTED]

Activity Status:	Done	Activity Updated:	10/1/2019 02:57 PM
Activity Type:	Email - Outbound	Activity Updated By:	Dawes, Katie
Activity Assigned To:	Dawes, Katie	Email From:	DoNotReply@bmwfs.com
Activity Created:	10/1/2019 02:28 PM	Email To:	[REDACTED]
Activity Created By:	Dawes, Katie		
Activity Description:	Your Motorrad Correspondence [REDACTED]		

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

Dear [REDACTED]

Thank you for contacting BMW Motorrad USA regarding your 2019 BMW R 1250 GS Adventure. I'm sorry to read of your concerns with the leaking brake caliper.

At this time, our records do not indicate that [REDACTED] has any open recalls. As you are currently experiencing an issue and noticed residue on the saddle, we recommend seeking a diagnosis from your authorized BMW Motorrad dealer. They are in the best position to further assist you and address your concerns with your bike.

A list of our authorized BMW Motorrad dealers can be found on our website: [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com) under the "Find a Dealer" link.

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 taking the time to write to 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).

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

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

From: [REDACTED]  
Sent: 10/17/2019 12:00:00 AM  
To: CustomerService@bmwmotorcycles.com  
Subject: R 1250 GSA Brake Issue

Hello,

I have a 2019 R 1250 GSA [REDACTED] which appears to have a leaking brake caliper in the front. I found residue on the saddle and on the inside there appears to be some fluid. I read on German forums that this is an issue which is getting addressed by BMW. Could you please advise how this issue is handled here in the US?

Thanks,

[REDACTED]  
Vail, AZ [REDACTED]



**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: Carmel, IN, [REDACTED]

**Service Request**

Service Request #: [REDACTED]  
 Brand: BMW  
 Type: Complaint  
 Source: Phone  
 Current Status: Closed  
 Date Opened: 12/2/2019 09:38 AM  
 Created By: Young, Courtney  
 Rep Assigned: Stroff, Dennis  
 Date Assigned: 12/6/2019 02:58 PM  
 Assigned Dealer:  
 Identified Dealer: BMW Motorcycles of Greater Cincinnati  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 12/6/2019 02:58 PM  
 Close Rep: Stroff, Dennis  
 Issue Note: (IN) Right Brake Leaking/Indy dealer closed

**Vehicle**

Chassis # (US): ZH99962  
 Chassis # (Non - US):  
 Year: 2019  
 Model: R 1250 GS US  
 Mileage:  
 Sale: 7/26/19  
 In Service Date: 7/26/19  
 Production Date: 5/16/19

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV07	GOODWILL ASSISTANCE REQUEST	BRAKES	3400	BRAKES

**Solution Notes**

Created	Solution
12/3/2019	wtr called twice, sent cs email, close file/can reopen if call back
12/6/2019	wtr vfd bike now at cincy for repair/he will follow up for completion

**Attachments**

File Name	Comments



# Customer Service Request Detail # [REDACTED]

Activity Status: Done	Activity Updated: 12/2/2019 09:47 AM
Activity Type: Customer Interaction	Activity Updated By: Young, Courtney
Activity Assigned To: Young, Courtney	Email From:
Activity Created: 12/2/2019 09:41 AM	Email To:
Activity Created By: Young, Courtney	
Activity Description: see notes>>>	
Note Created: 12/2/2019 09:41 AM	Note Created By: Young, Courtney
	Note Type: Customer Interaction
<p><b>ESCALATION FORM</b></p> <p>Customer Name (Name of Caller) [REDACTED]</p> <p>E-mail Address [REDACTED]</p> <p>Preferred Phone Number [REDACTED]</p> <p>Call back Time Anytime</p> <p>VIN (Chassis) 750</p> <p>Date Vehicle was Purchased July 26 2019</p> <p>Where Vehicle was Purchased BMW Motorcycles of Indianapolis</p> <p>Servicing Dealer BMW Motorcycles of Indianapolis</p> <p>Mileage 750</p> <p>Date Vehicle was Diagnosed No BMW Dealership</p> <p>Where Vehicle was diagnosed No BMW Dealership</p> <p>Customer Issue Right Brake Leaking</p> <p>Customer Request Wants Bike fixed</p> <p>Follow Up Expectation from Who? Case Manager</p> <p>Follow Up Expectation by When? 1-3 Business Days</p> <p>ALL FIELDS REQUIRED</p> <p>Call Notes</p> <p>c/s noticed that oil drops come from bike in August</p> <p>c/s at 600 miles engine brake service was performed in sept</p> <p>c/s oil keeps spilling, figured out there is a leak coming from right brake</p> <p>Nov 26th</p> <p>c/s dlr terminated relationship with BMW in Oct 31</p> <p>c/s was told by service advisor this was a problem, cust can't ride the bike</p> <p>c/s called Roadside Assistance told cust to call CR, cust can't ride the bike</p> <p>c/s wants the Bike fixed</p> <p>c/s wants answers on why he wasn't contacted</p> <p>wtr adv 1 business days follow up</p>	
Activity Status: Done	Activity Updated: 12/2/2019 09:47 AM
Activity Type: Escalation Team	Activity Updated By: Young, Courtney
Activity Assigned To: Young, Courtney	Email From:
Activity Created: 12/2/2019 09:47 AM	Email To:
Activity Created By: Young, Courtney	
Activity Description: escalated	
Note Created:	Note Created By:
	Note Type:
<p>Activity Status: Done</p> <p>Activity Type: Customer Interaction</p> <p>Activity Assigned To: Stroff, Dennis</p> <p>Activity Created: 12/2/2019 12:43 PM</p> <p>Activity Created By: Stroff, Dennis</p> <p>Activity Description: call to customer [REDACTED], motorrad roadside [REDACTED] need call back</p> <p>wtr left mssg, next closest bmw dealer [REDACTED]</p>	
Note Created:	Note Created By:
	Note Type:
Activity Status: Done	Activity Updated: 12/3/2019 04:57 PM
Activity Type: Customer Interaction	Activity Updated By: Stroff, Dennis
Activity Assigned To: Stroff, Dennis	Email From:
Activity Created: 12/3/2019 04:57 PM	Email To:

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



Created By Customer Relations Dept

Activity Created By: Stroff, Dennis		
Activity Description: call to customer [REDACTED] wtr left mssg/call back to discuss		
Note Created:	Note Created By:	Note Type:
Activity Status: Done	Activity Updated: 12/3/2019 04:58 PM	Activity Updated By: Stroff, Dennis
Activity Type: Email - Outbound	Email From: DoNotReply@bmwusa.com	Email To: [REDACTED]
Activity Assigned To: Stroff, Dennis	Activity Created: 12/3/2019 04:58 PM	
Activity Created By: Stroff, Dennis	Activity Description: BMW NA Outgoing Email [REDACTED]	
Note Created:	Note Created By:	Note Type:
<p>Dear [REDACTED],</p> <p>Thank you for contacting BMW of North America, LLC.</p> <p>I am writing to discuss your case. I tried to contact you by phone on 12/02/2019 and 12/03/2019, but I was unable to reach you. If you still require assistance, please contact me directly at 1-800-831-1117, extension 8711.</p> <p>If I am unavailable, please leave a message with your vehicle identification number (VIN-Last 7 characters), preferred phone number, and the best time to reach you. I would be happy to follow-up as soon as I can.</p> <p>The BMW 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.</p> <p>Kind regards,</p> <p>Dennis                  Customer Relations and Services                  Representative</p>		
Activity Status: Done		
Activity Type: Customer Interaction		
Activity Assigned To: Stroff, Dennis		
Activity Created: 12/5/2019 05:22 PM		
Activity Created By: Stroff, Dennis		
Activity Description: call to customer 3172198521 wtr left mssg/call back to discuss, got his mssg about bike		
Note Created:	Note Created By:	Note Type:
Activity Status: Done		
Activity Type: 7 Day Case Review		
Activity Assigned To: Stroff, Dennis		
Activity Created: 12/6/2019 09:49 AM		
Activity Created By: Gunvalsen, Ross		
Activity Description: SR Review, see notes >>>		
Note Created: 12/6/2019 09:49 AM	Note Created By: Gunvalsen, Ross	Note Type: 7 Day Case Review
Customer Relations SR Quality Review		
Objective: To verify that CR case managers consistently provide all applicable information as it relates to documentation and provide consistent feedback on case work processes and procedure.		
Associate Name Dennis Stroff		
Date 12/6/2019		



## Customer Service Request Detail # [REDACTED]

<p>SR# [REDACTED] Open/Closed SR Open *If case is open some items will be marked as coaching Issue &lt;/u 6th&gt; reopen (IN) Right Brake Leaking/Indy dealer closed Objective Exhibits? Reasoning Coaching/Feedback Accurate Issue Line Exhibits Issue line is clear. The Issue Line should be a brief overview which specifies a clear and concise summary for the customer's communication. Ex. "Goodwill Request Engine Replacement", not "Goodwill" or "CCI re: Goodwill Request." SR/Defect Code Usage Exhibits SR code is relevant. Provided a relevant SR/Defect code for any major issues raised during the case with the case manager. If multiple issues are discussed, there should be multiple SR/Defect codes utilized. Missing multiple Defect/SR codes will result in DNE. *If case is open mark for coaching. Identified and/or Assigned Dealer Exhibits No dealer involved yet. The Identified Dealer should be verified and captured in the SR for all calls. If not available, indicate in the SR Activity. If the case is open and there is dealer involvement but there is no Identified Dealer, this will result in a DNE. The Assigned Dealer field should never be used and will result in a DNE if used. SR Details/Documentation Exhibits SR notes are clear. Make sure to document the mileage in the appropriate SR field. Who called? (Ex: customer, spouse, friend, 3rd party, etc.) Clear and concise explanation of any and all problems and/or inquiries as relayed by the customer concerning the retailer, vehicle, product, accessory, or experience. Could someone with no knowledge of the situation read the SR and have a good idea of what has transpired? Any request identified by the customer. Advised customer will follow up by xx/xx/xx date on every call to the customer unless you are calling with a resolution/decision. Mileage entered in the "Mileage" field? Correct VIN selected in the "VIN" field? Documentation of steps taken to resolve a customer situation. Accompanying Documents Exhibits N/A All relevant letters, faxes, emails, RO's, receipts, etc. are attached to the SR with an activity created. *If case is open mark for coaching Initial Customer Call Exhibits Rep made initial call to the customer within one business day. Customer Follow-Up Exhibits Followed up with the customer when promised or minimum of every 5 business days. Made 2 phone attempts to customer prior to sending email and closing SR. Customer follow up by phone or email, but may not be two consecutive emails. Must be phone - email - phone. Emails to customers will count as a customer interaction. Ensured a Proper Resolution Exhibits Case is still open. Completed all necessary final customer follow up. (Two phone attempts and an email) If decision was communicated via voicemail, was it "bad news"? Resolution clearly communicated to the customer. Did you speak to the customer, leave voice message, e-mail, etc.? Solution Line Exhibits Case is still open. Created an accurate, detailed, and inclusive solution which specifies the outcome of the case. Documenting only "Closed pending cb" as a solution would be considered DNE. Procedural Error Exhibits No contact with dealer or field needed yet. Ensure proper casework steps are taken to resolve customer concerns.</p>	
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# Customer Service Request Detail # [REDACTED]

<p>Ex. Consistent follow up to dealer/field, contacting correct dealer/AAM, incomplete documentation with case emails, sending proper email template, etc.</p> <p>Final Score Exhibits Additional Comments/Advice on Next Steps If Case Is Open I would call the customer again and then close the case if they do not follow up with you.</p> <p>*If you want to appeal a review please speak your Team Lead first.</p>	
<p>Activity Status: Done Activity Type: Customer Interaction Activity Assigned To: Stroff, Dennis Activity Created: 12/6/2019 02:48 PM Activity Created By: Stroff, Dennis Activity Description: call to customer 3172198521&gt;&gt;&gt;</p>	<p>Activity Updated: 12/6/2019 02:57 PM Activity Updated By: Stroff, Dennis Email From: Email To:</p>
<p>Note Created: 12/6/2019 02:49 PM</p>	<p>Note Created By: Stroff, Dennis Note Type: Customer Interaction</p>
<p>wtr vfd case follow up c/s he called RSA, got bike to cincy, they have inspected and diagnosed brake problem but has open case for resolution supposedly sent to germany for follow up c/s he wants the story about the brakes and the bmw problem and what bmw is doing to fix and cant believe is not a recall wtr adv cant provide back story for him, have no recall and need dealer to diagnose/repair bike, wont return it with problem c/s bmw indy and mechanics talk alot about this problem wtr adv will need solve issue on his bike, cant address rest of the story c/s he is following up w/cincy on bike</p>	



**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: Meridian, ID [REDACTED]

**Service Request**

Service Request #: [REDACTED]  
 Brand: BMW  
 Type: Complaint  
 Source: Phone  
 Current Status: Closed  
 Date Opened: 12/26/2019 09:12 AM  
 Created By: Walton, Ariesous  
 Rep Assigned: Rhoades, Lindsey  
 Date Assigned: 1/3/2020 10:06 AM  
 Assigned Dealer:  
 Identified Dealer: BMW Motorcycles of Scottsdale  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/3/2020 10:06 AM  
 Close Rep: Rhoades, Lindsey  
 Issue Note: Diagnosis results request complaint

**Vehicle**

Chassis # (US): ZF78693  
 Chassis # (Non - US):  
 Year: 2019  
 Model: R 1250 GS ADVEN  
 Mileage:  
 Sale: 8/13/19  
 In Service Date: 8/13/19  
 Production Date: 4/15/19

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	BRAKES	3400	BRAKES
SV03	WARRANTY ELIGIBILITY	BRAKES	3400	BRAKES

**Solution Notes**

Created	Solution
12/26/2019	W/a cust not sure and apologized to cust for being directed to CR for information we don't have access to. Wtr adv cust will be happy to get a complaint field based on his experience with the dlr and the bike overall.

**Attachments**

File Name	Comments



# Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

Activity Status: Done	Activity Updated: 12/26/2019 09:15 AM
Activity Type: Customer Interaction	Activity Updated By: Walton, Ariesous
Activity Assigned To: Walton, Ariesous	Email From:
Activity Created: 12/26/2019 09:15 AM	Email To:
Activity Created By: Walton, Ariesous	
Activity Description: see notes	
Note Created: 12/26/2019 09:15 AM	Note Created By: Walton, Ariesous
	Note Type: Customer Interaction
<p>C/s his bike is at bmw motorcycles in Scottsdale, and they are dealing with a warranty issue with the bike. c/s the dealer told him to call bmw about this, to see what the diagnosis is from the bmw tech who looked at the bike. Wtr adv cust we don't have techs he can speak with about the diagnosis of his bike. c/s well why would the dlr tell him to call bmw service. W/a cust not sure and apologized to cust for being directed to CR for information we don't have access to. Wtr adv cust will be happy to get a complaint filed based on his experience with the dlr and the bike overall.</p>	



# 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: The Woodlands, TX, [REDACTED]

## Service Request

Service Request #: [REDACTED]  
 Brand: BMW  
 Type: Complaint  
 Source: Email-Inbound  
 Current Status: Closed  
 Date Opened: 1/20/2020 02:27 PM  
 Created By: Pargeon, Heather  
 Rep Assigned: Kelnhofer, Kristina  
 Date Assigned: 4/9/2020 07:12 PM  
 Assigned Dealer:  
 Identified Dealer: Wild West Honda  
 Date Resolved: Mar 17, 2020 11:33:43 AM  
 Resolve Rep: Kelnhofer, Kristina  
 Date Closed: 4/9/2020 07:12 PM  
 Close Rep: Kelnhofer, Kristina Pargeon, Heather  
 Issue Note: 04/01 - Leaking Calipers- Part Delay - Repurchase Request/Request for Parts

## Vehicle

Chassis # (US): ZH98678  
 Chassis # (Non - US):  
 Year: 2019  
 Model: R 1250 GS US  
 Mileage: 8,119  
 Sale: 4/17/19  
 In Service Date: 4/17/19  
 Production Date: 9/26/18

## Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BRAKES	3400	BRAKES
PT05	PARTS AVAILABILITY	BRAKES	3400	BRAKES
SV07	GOODWILL ASSISTANCE REQUEST	BRAKES	3400	BRAKES
SV05	REPLACEMENT/REPURCHASE REQUEST (LEMON LAW)	BRAKES	3400	BRAKES

## Solution Notes

Created	Solution
1/20/2020	wtr requested VIN and ownership info-closed pending reply from customer
1/28/2020	WTR adv case has been escalated, but cannot expedite parts or get status here, adv customer would need to work with the DLR for more info once available, adv will file a complaint
3/17/2020	WTR advised compensation amount for parts and accessories credit \$500, adv to work with parts at the DLR to accept, adv to continue working with DLR on when parts will be available, advised customer is on a priority list
4/2/2020	WTR advised will forward the credit information to make sure Indy at the DLR is aware and request that Indy calls customer to go over the details

## Attachments

File Name	Comments

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



Created By Customer Relations Dept

Activity Status: Done	Activity Updated: 1/21/2020 11:49 AM
Activity Type: Email - Inbound	Activity Updated By: DupCustRemoval, fm
Activity Assigned To: Pargeon, Heather	Email From: [REDACTED]
Activity Created: 1/19/2020 12:32 PM	Email To: "CustomerService@bmwmotorcycles.com" <CustomerService@bmwmotorcycles.com>
Activity Created By: Administrator, Siebel	
Activity Description: 1290 R 1250 GS leaking calipers	

Note Created:	Note Created By:	Note Type:
		<p>Hello,</p> <p>I have an issue that needs to be rectified with my 2019 BMW R 1250 GS.</p> <p>Since early November 2019, I noticed my front calipers, both, leaking brake fluid. I stopped in my dealer to discuss with them and they advised bringing it in to have checked.</p> <p>I called a few days after dropping it of at the end of November and they advised both calipers are leaking and need replaced. It is not the seals so rebuilding them would not fix the issues.</p> <p>Here we are 2 months later and as of yesterday they advised they do not have a shipping date from BMW for my calipers and that they have multiple on the showroom floor and in crates waiting for calipers.</p> <p>I am extremely hesitant and anxious about riding my \$20,000 USD motorcycle due to leaking brakes and possible brake failure. Making the ~\$500/month payment a waste of money.</p> <p>What can be done to escalate this matter to get it resolved soon? Would it be possible for BMW to send Brembo calipers from a 2017/2018 R 1200 GS or 2020 R 1250 R so that I may ride my motorcycle in confidence?</p> <p>Please note, as of this time, I am a first time BMW owner and can honestly say I would not buy another or advise anyone to buy a BMW. Which to me is the worst part because I thought I was buying into a special brand and culture.</p> <p>I may be reached at this email address or at +1 [REDACTED]</p> <p>Regards, [REDACTED]</p>

Activity Status: Done	Activity Updated: 1/21/2020 11:49 AM
Activity Type: Email - Outbound	Activity Updated By: DupCustRemoval, fm
Activity Assigned To: Pargeon, Heather	Email From: DoNotReply@bmwfs.com
Activity Created: 1/20/2020 02:27 PM	Email To: [REDACTED]
Activity Created By: Pargeon, Heather	
Activity Description: Your Motorrad Correspondence [REDACTED]	

Note Created:	Note Created By:	Note Type:
		<p>Dear [REDACTED]</p> <p>Thank you for contacting BMW Motorrad USA regarding your 2019 BMW R 1250 GS. I'm sorry to read of the difficulties you're experiencing with your motorcycle's front calipers.</p> <p>To better understand you situation, please reply to this e-mail and include the following information:</p> <ul style="list-style-type: none"> <li>• Vehicle Identification Number (VIN)</li> <li>• Current mileage</li> <li>• Mailing address</li> <li>• Servicing BMW Motorrad dealer</li> </ul> <p>For your convenience, the BMW Motorrad Customer Relations and</p>

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

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.

I look forward to your response so that I can better assist you.

Regards,

Heather Pargeon  
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: 1/20/2020 12:00:00 AM  
To: "CustomerService@bmwmotorcycles.com"  
<CustomerService@bmwmotorcycles.com>  
Subject: 1290 R 1250 GS leaking calipers

Hello,

I have an issue that needs to be rectified with my 2019 BMW R 1250 GS.

Since early November 2019, I noticed my front calipers, both, leaking brake fluid. I stopped in my dealer to discuss with them and they advised bringing it in to have checked.

I called a few days after dropping it off at the end of November and they advised both calipers are leaking and need replaced. It is not the seals so rebuilding them would not fix the issues.

Here we are 2 months later and as of yesterday they advised they do not have a shipping date from BMW for my calipers and that they have multiple on the showroom floor and in crates waiting for calipers.

I am extremely hesitant and anxious about riding my \$20,000 USD motorcycle due to leaking brakes and possible brake failure. Making the ~\$500/month payment a waste of money.

What can be done to escalate this matter to get it resolved soon? Would it be possible for BMW to send Brembo calipers from a 2017/2018 R 1200 GS or 2020 R 1250 R so that I may ride my motorcycle in confidence?

Please note, as of this time, I am a first time BMW owner and can honestly say I would not buy another or advise anyone to buy a BMW. Which to me is the worst part because I thought I was buying into a special brand and culture.

I may be reached at this email address or at +1 [REDACTED]

Regards,  
[REDACTED]

Activity Status: Done  
Activity Type: Email - Inbound  
Activity Assigned To: Pargeon, Heather  
Activity Created: 1/20/2020 06:44 PM  
Activity Created By: Administrator, Siebel

Activity Updated: 1/21/2020 11:52 AM  
Activity Updated By: Pargeon, Heather  
Email From: [REDACTED]@bmwmotorcycles.com  
Email To: "CustomerService@bmwmotorcycles.com"  
<CustomerService@bmwmotorcycles.com>



# Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

Activity Description: RE: Your Motorrad Correspondence [REDACTED]	Note Created:	Note Created By:	Note Type:
<p>Hello,</p> <p>Thank you for the quick response. Please see the info requested below, note the bike is in my wife's name – Theresa Mason</p> <ul style="list-style-type: none"><li>• Vehicle Identification Number (VIN): [REDACTED]</li><li>• Current mileage: 8119</li><li>• Mailing address: [REDACTED]</li></ul> <p>Conroe, TX [REDACTED]</p> <ul style="list-style-type: none"><li>• Servicing BMW Motorrad dealer: Wild West Motoplex 22515 Katy Fwy Katy, TX 77450</li></ul> <p>Thanks, [REDACTED]</p> <p>From: CustomerService@bmwmotorcycles.com&lt;mailto:CustomerService@bmwmotorcycles.com&gt; Sent: Monday, January 20, 2020 1:31 PM To: [REDACTED] Subject: Your Motorrad Correspondence [REDACTED]</p> <p>Dear [REDACTED]</p> <p>Thank you for contacting BMW Motorrad USA regarding your 2019 BMW R 1250 GS. I'm sorry to read of the difficulties you're experiencing with your motorcycle's front calipers.</p> <p>To better understand you situation, please reply to this e-mail and include the following information:</p> <ul style="list-style-type: none"><li>• Vehicle Identification Number (VIN)</li><li>• Current mileage</li><li>• Mailing address</li><li>• Servicing BMW Motorrad dealer</li></ul> <p>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.</p> <p>I look forward to your response so that I can better assist you.</p> <p>Regards, Heather Pargeon BMW Motorrad USA Representative</p> <p>MAKE LIFE A RIDE. FEEL EVERYTHING, FEAR NOTHING. Build your own bike at <a href="http://www.bmwmotorcycles.com">www.bmwmotorcycles.com</a>&lt;<a href="http://www.bmwmotorcycles.com">http://www.bmwmotorcycles.com</a>&gt;.</p> <p>-----Original Message-----</p>			

Customer Service Request Detail # [REDACTED]



Created By Customer Relations Dept

From: [REDACTED]  
 Sent: 1/20/2020 12:00:00 AM  
 To: "CustomerService@bmwmotorcycles.com"  
 <CustomerService@bmwmotorcycles.com>  
 Subject: 1290 R 1250 GS leaking calipers

Hello,

I have an issue that needs to be rectified with my 2019 BMW R 1250 GS.

Since early November 2019, I noticed my front calipers, both, leaking brake fluid. I stopped in my dealer to discuss with them and they advised bringing it in to have checked. I called a few days after dropping it of at the end of November and they advised both calipers are leaking and need replaced. It is not the seals so rebuilding them would not fix the issues.

Here we are 2 months later and as of yesterday they advised they do not have a shipping date from BMW for my calipers and that they have multiple on the showroom floor and in crates waiting for calipers.

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What can be done to escalate this matter to get it resolved soon? Would it be possible for BMW to send Brembo calipers from a 2017/2018 R 1200 GS or 2020 R 1250 R so that I may ride my motorcycle in confidence?

Please note, as of this time, I am a first time BMW owner and can honestly say I would not buy another or advise anyone to buy a BMW. Which to me is the worst part because I thought I was buying into a special brand and culture.

I may be reached at this email address or at [REDACTED]

Regards,  
 [REDACTED]

Activity Status:	Done	Activity Updated:	1/21/2020 03:33 PM
Activity Type:	Customer Interaction	Activity Updated By:	Kelnhofer, Kristina
Activity Assigned To:	Kelnhofer, Kristina	Email From:	
Activity Created:	1/21/2020 03:33 PM	Email To:	
Activity Created By:	Kelnhofer, Kristina	Activity Description: WTR called customer [REDACTED] left a vcm requesting a callback to discuss further	
Note Created:		Note Created By:	
		Note Type:	

Activity Status:	Done	Activity Updated:	1/21/2020 06:09 PM
Activity Type:	Customer Interaction	Activity Updated By:	Scott, Tyler
Activity Assigned To:	Scott, Tyler	Email From:	
Activity Created:	1/21/2020 06:09 PM	Email To:	
Activity Created By:	Scott, Tyler	Activity Description: ccb speak to cm WS cm was unavailable but will f/u soon	
Note Created:		Note Created By:	
		Note Type:	

Activity Status:	Done	Activity Updated:	1/23/2020 12:24 PM
Activity Type:	Email - Inbound	Activity Updated By:	Evans, Matt
Activity Assigned To:	Evans, Matt	Email From:	[REDACTED]
Activity Created:	1/23/2020 12:16 PM	Email To:	"CustomerService@bmwmotorcycles.com" <CustomerService@bmwmotorcycles.com>
Activity Created By:	Administrator, Siebel	Activity Description: RE: Your Motorrad Correspondence [REDACTED]	



Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

Note Created:	Note Created By:	Note Type:
	<p>Hello,</p> <p>I received a call on 1/21/2020 in which the support person left a brief message with her call back number and extension.</p> <p>I called back within minutes and left a return voicemail. Since then I have tried to call multiple times over the past 2 days with no answer and no email with information.</p> <p>Could I please get some form of update?</p> <p>[REDACTED]</p> <p>----- Original message ----- From: [REDACTED] Date: 1/20/20 5:41 PM (GMT-06:00) To: CustomerService@bmwmotorcycles.com Subject: RE: Your Motorrad Correspondence [REDACTED]</p> <p>Hello,</p> <p>Thank you for the quick response. Please see the info requested below, note the bike is in my wife's name – [REDACTED]</p> <ul style="list-style-type: none"><li>• Vehicle Identification Number (VIN): [REDACTED]</li><li>• Current mileage: 8119</li><li>• Mailing address: [REDACTED]</li></ul> <p>• Servicing BMW Motorrad dealer: Wild West Motoplex 22515 Katy Fwy Katy, TX 77450</p> <p>Thanks, [REDACTED]</p> <p>From: CustomerService@bmwmotorcycles.com&lt;mailto:CustomerService@bmwmotorcycles.com&gt; Sent: Monday, January 20, 2020 1:31 PM Subject: Your Motorrad Correspondence [1-16243943484]</p> <p>Dear Anthony,</p> <p>Thank you for contacting BMW Motorrad USA regarding your 2019 BMW R 1250 GS. I'm sorry to read of the difficulties you're experiencing with your motorcycle's front calipers.</p> <p>To better understand you situation, please reply to this e-mail and include the following information:</p> <ul style="list-style-type: none"><li>• Vehicle Identification Number (VIN)</li><li>• Current mileage</li><li>• Mailing address</li></ul>	



# Customer Service Request Detail # [REDACTED]

• Servicing BMW Motorrad dealer

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.

I look forward to your response so that I can better assist you.

Regards,

Heather Pargeon  
BMW Motorrad USA  
Representative

MAKE LIFE A RIDE.  
FEEL EVERYTHING, FEAR NOTHING.  
Build your own bike at [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com)<<http://www.bmwmotorcycles.com>>.

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

From: [REDACTED]  
Sent: 1/20/2020 12:00:00 AM  
To: "CustomerService@bmwmotorcycles.com"  
<CustomerService@bmwmotorcycles.com>  
Subject: 1290 R 1250 GS leaking calipers

Hello,

I have an issue that needs to be rectified with my 2019 BMW R 1250 GS.

Since early November 2019, I noticed my front calipers, both, leaking brake fluid. I stopped in my dealer to discuss with them and they advised bringing it in to have checked. I called a few days after dropping it of at the end of November and they advised both calipers are leaking and need replaced. It is not the seals so rebuilding them would not fix the issues.

Here we are 2 months later and as of yesterday they advised they do not have a shipping date from BMW for my calipers and that they have multiple on the showroom floor and in crates waiting for calipers.

I am extremely hesitant and anxious about riding my \$20,000 USD motorcycle due to leaking brakes and possible brake failure. Making the ~\$500/month payment a waste of money.

What can be done to escalate this matter to get it resolved soon? Would it be possible for BMW to send Brembo calipers from a 2017/2018 R 1200 GS or 2020 R 1250 R so that I may ride my motorcycle in confidence?

Please note, as of this time, I am a first time BMW owner and can honestly say I would not buy another or advise anyone to buy a BMW. Which to me is the worst part because I thought I was buying into a special brand and culture.

I may be reached at this email address or at +1 [REDACTED]

Regards,  
[REDACTED]

Activity Status: Done	Activity Updated: 1/28/2020 11:42 AM
Activity Type: Customer Interaction	Activity Updated By: Kelnhofer, Kristina
Activity Assigned To: Kelnhofer, Kristina	Email From:
Activity Created: 1/28/2020 11:25 AM	Email To:
Activity Created By: Kelnhofer, Kristina	
Activity Description: Please Check Activity Notes	



# Customer Service Request Detail # [REDACTED]

Note Created: 1/28/2020 11:32 AM	Note Created By: Kelnhofer, Kristina	Note Type: Customer Interaction
----------------------------------	--------------------------------------	---------------------------------

WTR called customer at [REDACTED]  
CS the DLR is stating they do not have a date from Germany as of when the brake calipers will be available  
CS has the veh back  
WTR asked what customer is requesting from BMW NA  
CS just some indicator of when brakes will be in, not asking for payment lenience or recompense for payments  
WTR advised cannot find status of part as we do not order parts here, adv would need to work with the DLR for part information  
CS wanting it escalated to look into  
WTR adv case has been escalated, but cannot expedite parts or get status here, adv customer would need to work with the DLR for more info once available  
CS not going to get another BMW and not going to recommend BMW to anyone  
CS might as well sell bike and go with BMWs competitors  
CS will make a claim to NHTSA as being a safety issue and they can see if this falls within state laws  
WTR asked if customer is requesting something by mentioning state laws  
CS no, but has done research and is going to contact NHTSA  
WTR adv will document concerns, apologized for issues, understands customer concerns

Activity Status: Done	Activity Updated: 2/26/2020 04:30 PM
Activity Type: Email - Inbound	Activity Updated By: Mcclellan, Matthew
Activity Assigned To: Mcclellan, Matthew	Email From: [REDACTED]
Activity Created: 2/25/2020 08:58 PM	Email To: "CustomerService@bmwmotorcycles.com" <CustomerService@bmwmotorcycles.com>
Activity Created By: Administrator, Siebel	
Activity Description: RE: Your Motorrad Correspondence [REDACTED]	

Note Created:	Note Created By:	Note Type:
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Hello,  
It has now been another month, total of 3 and counting, and there is still no resolution.  
My dealer says they continue to have no indication from BMW as to when they will be shipped re-placement calipers and that I am not the only customer waiting.  
I would like some kind of update on this situation from BMW.  
[REDACTED]  
Sent from Mail<<https://go.microsoft.com/fwlink/?LinkId=550986>> for Windows 10  
[REDACTED]  
Sent: Thursday, January 23, 2020 11:12 AM  
To: CustomerService@bmwmotorcycles.com<<mailto:CustomerService@bmwmotorcycles.com>>  
Subject: RE: Your Motorrad Correspondence [REDACTED]  
Hello,  
I received a call on 1/21/2020 in which the support person left a brief message with her call back number and extension.  
I called back within minutes and left a return voicemail. Since then I have tried to call multiple times over the past 2 days with no answer and no email with information.  
Could I please get some form of update?



Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

[REDACTED]

----- Original message -----  
From: [REDACTED] >  
Date: 1/20/20 5:41 PM (GMT-06:00)  
To: CustomerService@bmwmotorcycles.com  
Subject: RE: Your Motorrad Correspondence [REDACTED]

Hello,

Thank you for the quick response. Please see the info requested below, note the bike is in my wife's name – Theresa Mason

- Vehicle Identification Number [REDACTED]
- Current mileage: 8119
- Mailing address:  
[REDACTED]

• Servicing BMW Motorrad dealer:  
Wild West Motoplex  
22515 Katy Fwy  
Katy, TX 77450

Thanks,  
[REDACTED]

From:  
CustomerService@bmwmotorcycles.com<mailto:CustomerService@bmwmotorcycles.com>  
Sent: Monday, January 20, 2020 1:31 PM  
To: [REDACTED]  
Subject: Your Motorrad Correspondence [REDACTED]

Dear [REDACTED],

Thank you for contacting BMW Motorrad USA regarding your 2019 BMW R 1250 GS. I'm sorry to read of the difficulties you're experiencing with your motorcycle's front calipers.

To better understand you situation, please reply to this e-mail and include the following information:

- Vehicle Identification Number (VIN)
- Current mileage
- Mailing address
- Servicing BMW Motorrad dealer

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.

I look forward to your response so that I can better assist you.

Regards,  
Heather Pargeon  
BMW Motorrad USA  
Representative



# Customer Service Request Detail # [REDACTED]

MAKE LIFE A RIDE.  
FEEL EVERYTHING, FEAR NOTHING.  
Build your own bike at [www.bmwmotorcycles.com](http://www.bmwmotorcycles.com)<<http://www.bmwmotorcycles.com>>.

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

From: [REDACTED]  
Sent: 1/20/2020 12:00:00 AM  
To: "CustomerService@bmwmotorcycles.com"  
<CustomerService@bmwmotorcycles.com>  
Subject: 1290 R 1250 GS leaking calipers

Hello,

I have an issue that needs to be rectified with my 2019 BMW R 1250 GS.

Since early November 2019, I noticed my front calipers, both, leaking brake fluid. I stopped in my dealer to discuss with them and they advised bringing it in to have checked. I called a few days after dropping it of at the end of November and they advised both calipers are leaking and need replaced. It is not the seals so rebuilding them would not fix the issues.

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What can be done to escalate this matter to get it resolved soon? Would it be possible for BMW to send Brembo calipers from a 2017/2018 R 1200 GS or 2020 R 1250 R so that I may ride my motorcycle in confidence?

Please note, as of this time, I am a first time BMW owner and can honestly say I would not buy another or advise anyone to buy a BMW. Which to me is the worst part because I thought I was buying into a special brand and culture.

I may be reached at this email address or at [REDACTED]

Regards,  
[REDACTED]

Activity Status: Done	Activity Updated: 2/25/2020 09:13 PM
Activity Type: SR Re-opened	Activity Updated By: Piedrahita, Carlos
Activity Assigned To: Piedrahita, Carlos	Email From:
Activity Created: 2/25/2020 09:12 PM	Email To:
Activity Created By: Piedrahita, Carlos	
Activity Description: Please Check Activity Notes	

Note Created: 2/25/2020 09:13 PM	Note Created By: Piedrahita, Carlos	Note Type: SR Re-opened
----------------------------------	-------------------------------------	-------------------------

Escalation Form Escalation Type - General Escalation Customer Name (Name of Caller) - [REDACTED] of [REDACTED] Confirmed E-mail Address - [REDACTED] Confirmed Phone Number - [REDACTED] VIN (Chassis) - ZH98678 Date customer purchased vehicle. - Apr-19 Where did the customer Purchase Vehicle?- Certified Center Dealer Name: Wild West Honda	
--	--



# Customer Service Request Detail # [REDACTED]

Is the vehicle generally serviced at a BMW/MINI Authorized center? - Yes  
Mileage - 8,500  
Where is the vehicle currently? -  
When was vehicle diagnosed? - Nov-19  
Where was vehicle diagnosed? - Wild West Honda  
What is the customers issue/concern? - Bike parts not available (calipers are leaking brake fluid)  
What is the Customer's Request? - Compensation or repurchase  
Why do you feel this should be Escalated?- N/A  
Follow Up Expectation set. - Case Manager - 1 Business day  
ALL FIELDS REQUIRED  
Call notes  
"C/S the bike was at the DLR for 1 month and then took possession but parts still not available  
C/S drives the bike only around the neighborhood to keep things running  
C/S he still has a \$500 monthly payment  
C/S he should be compensated  
WRT advised request was filed and 1 business day for return call"

Activity Status: Done	Activity Updated: 2/27/2020 02:47 PM
Activity Type: Customer Interaction	Activity Updated By: Kelnhofer, Kristina
Activity Assigned To: Kelnhofer, Kristina	Email From:
Activity Created: 2/27/2020 02:36 PM	Email To:
Activity Created By: Kelnhofer, Kristina	
Activity Description: WTR called customer [REDACTED]	
See notes	
-->	

Note Created: 2/27/2020 02:44 PM      Note Created By: Kelnhofer, Kristina      Note Type: Customer Interaction

CS calls the DLR every 2 weeks  
WTR asked who has customer been speaking to at the DLR  
CS [REDACTED] forgets the last name, he is the SM  
WTR asked if the vehicle is still operable  
CS yes somewhat  
CS when picked up the veh, [REDACTED] had said would personally ride it but as the BMW Wild West service person would advise not to ride it  
CS rides it around the neighborhood at 20-25 miles per hour a couple times a week to keep things lubricated and charged  
WTR confirmed customer wanting a repurchase or compensation  
Cs would really love to keep it if the parts were available and has some idea of when they will be available  
CS right now it is a \$500 per month garage ornament



# Customer Service Request Detail # [REDACTED]

CS of there is no idea of when it would be fixed would explore the option of a repurchase  
WTR confirmed customer would be open to the option of compensation  
CS honestly does not care about recouping the money, stated maybe some BMW gear credit or dealer credit, but does not need money  
CS either wanting the vehicle fixed or repurchased  
WTR advised will do some research, will reach out to the DLR and regional team and will follow up no later than 03/05/2020

Activity Status: Done  
Activity Type: Attempted Dealer Interaction  
Activity Assigned To: Kelnhofer, Kristina  
Activity Created: 2/28/2020 09:44 AM  
Activity Created By: Kelnhofer, Kristina  
Activity Description: To SM

Activity Updated: 2/28/2020 09:44 AM  
Activity Updated By: Kelnhofer, Kristina  
Email From:  
Email To:

Note Created: 2/28/2020 09:44 AM      Note Created By: Kelnhofer, Kristina      Note Type: Attempted Dealer Interaction

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Friday, February 28, 2020 9:44 AM  
To: 'service@wildwesthonda.com' <service@wildwesthonda.com>  
Subject: CR - [REDACTED] 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,

[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.

@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?

Have there been any TSARA cases for this issues, if so what are the case numbers?  
Are there any IDS cases and if so what are the numbers?  
Has there been any previous repair attempts for this?  
Was it down at the dealer for this and if so how long?  
How many total days out of service has this vehicle been in general?

Thanks in advance for your time with this!

Initial Communication – Customer Request for Non-Repair Goodwill Assistance

CUSTOMER NAME [REDACTED]  
FULL VIN [REDACTED]  
MODEL YEAR & MODEL NAME 2019 R 1250 GS  
IN-SERVICE DATE 04/17/2019 - 11 Months  
CURRENTLY UNDER EXTENDED WARRANTY? None on file  
MILEAGE 8,119  
SERVICING DEALER NAME Wild West Honda  
Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda  
VEHICLE PURCHASE FROM Wild West Honda  
APPROXIMATE DATE PURCHASED 4/17/2019  
Purchased Used/New or as a CPO vehicle? New  
Original Owner? Yes/No Yes  
OWNERSHIP HISTORY First BMW Group Vehicle on File  
CUSTOMER ISSUE The customer states that the vehicle has a leaking



# Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

brake caliper and has been waiting for parts since November.  
CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.  
Previous Goodwill Provided? Yes/No (Additional info if applicable) No  
previous goodwill on file  
Customer Pay Amount (Confirmed by Dealer)  
--  
BMW Group  
Kristina  
Customer Relations  
Escalation Specialist (SF2-US-S-231)  
P.O. Box 1227  
Westwood, NJ 07675  
  
Telephone: +1-614-718-6945  
Fax: +1-614-789-1992  
Mail: Kristina.K.Kelnhofner@bmwfs.com  
Web: http://www.bmwusa.com

Activity Status: Done  
Activity Type: Dealer Interaction  
Activity Assigned To: Kelnhofner, Kristina  
Activity Created: 2/28/2020 04:41 PM  
Activity Created By: Kelnhofner, Kristina  
Activity Description: From SM

Activity Updated: 2/28/2020 04:42 PM  
Activity Updated By: Kelnhofner, Kristina  
Email From:  
Email To:

Note Created: 2/28/2020 04:42 PM      Note Created By: Kelnhofner, Kristina      Note Type: Dealer Interaction

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 10:34 AM  
To: Kelnhofner Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofner@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to confirm seepage  
Not out of service as customer has chosen to continue riding  
Regards, [REDACTED] , 45287  
Sent from Mail for Windows 10

---

From: Kristina.K.Kelnhofner@bmwfs.com  
<Kristina.K.Kelnhofner@bmwfs.com>  
Sent: Friday, February 28, 2020 8:44:00 AM  
To: service <service@wildwestmotoplex.com>  
Subject: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,  
[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.



# Customer Service Request Detail # [REDACTED]

@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?

Have there been any TSARA cases for this issues, if so what are the case numbers?  
Are there any IDS cases and if so what are the numbers?  
Has there been any previous repair attempts for this?  
Was it down at the dealer for this and if so how long?  
How many total days out of service has this vehicle been in general?

Thanks in advance for your time with this!

Initial Communication – Customer Request for Non-Repair Goodwill Assistance

CUSTOMER NAME [REDACTED]  
FULL VIN [REDACTED]  
MODEL YEAR & MODEL NAME 2019 R 1250 GS  
IN-SERVICE DATE 04/17/2019 - 11 Months  
CURRENTLY UNDER EXTENDED WARRANTY? None on file  
MILEAGE 8,119  
SERVICING DEALER NAME Wild West Honda  
Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda  
VEHICLE PURCHASE FROM Wild West Honda  
APPROXIMATE DATE PURCHASED 4/17/2019  
Purchased Used/New or as a CPO vehicle? New  
Original Owner? Yes/No Yes  
OWNERSHIP HISTORY First BMW Group Vehicle on File  
CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.  
CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.  
Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file  
Customer Pay Amount (Confirmed by Dealer)

—  
BMW Group  
Kristina  
Customer Relations  
Escalation Specialist (SF2-US-S-231)  
P.O. Box 1227  
Westwood, NJ 07675

Telephone: +1-614-718-6945  
Fax: +1-614-789-1992  
Mail: Kristina.K.Kelnhofner@bmwfs.com  
Web: http://www.bmwusa.com

Activity Status: Done	Activity Updated: 2/28/2020 04:43 PM
Activity Type Attempted Dealer Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From:
Activity Created: 2/28/2020 04:42 PM	Email To:
Activity Created By: Kelnhofner, Kristina	
Activity Description: To SM	
Note Created: 2/28/2020 04:42 PM	Note Created By: Kelnhofner, Kristina
	Note Type: Attempted Dealer Interaction



## Customer Service Request Detail # [REDACTED]

<p>From: Kelnhofer Kristina, SF2-US-S-602 Sent: Friday, February 28, 2020 4:42 PM To: 'service' &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Thank you for the prompt reply and the information!</p> <p>Do you have any information on when the part will be available and when the repair can be made?</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com] Sent: Friday, February 28, 2020 10:34 AM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Kristina; Answers; tsara case 146149 No ids No previous repair attempts Never left at dealer , single while u wait visit to confirm seepage Not out of service as customer has chosen to continue riding Regards, [REDACTED] 45287</p> <p>Sent from Mail for Windows 10</p> <hr/> <p>From: Kristina.K.Kelnhofer@bmwfs.com &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Sent: Friday, February 28, 2020 8:44:00 AM To: service &lt;service@wildwestmotoplex.com&gt; Subject: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good morning,</p> <p>[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.</p> <p>@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?</p> <p>Have there been any TSARA cases for this issues, if so what are the case numbers? Are there any IDS cases and if so what are the numbers? Has there been any previous repair attempts for this? Was it down at the dealer for this and if so how long? How many total days out of service has this vehicle been in general?</p> <p>Thanks in advance for your time with this!</p> <p>Initial Communication – Customer Request for Non-Repair Goodwill Assistance</p>	
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# Customer Service Request Detail # [REDACTED]

<p><b>CUSTOMER NAME</b> [REDACTED] <b>FULL VIN</b> [REDACTED] <b>MODEL YEAR &amp; MODEL NAME</b> 2019 R 1250 GS <b>IN-SERVICE DATE</b> 04/17/2019 - 11 Months <b>CURRENTLY UNDER EXTENDED WARRANTY?</b> None on file <b>MILEAGE</b> 8,119 <b>SERVICING DEALER NAME</b> Wild West Honda <b>Where does the customer service their vehicle? (BMW dealer or 3rd party)</b> Wild West Honda <b>VEHICLE PURCHASE FROM</b> Wild West Honda <b>APPROXIMATE DATE PURCHASED</b> 4/17/2019 <b>Purchased Used/New or as a CPO vehicle?</b> New <b>Original Owner?</b> Yes/No Yes <b>OWNERSHIP HISTORY</b> First BMW Group Vehicle on File <b>CUSTOMER ISSUE</b> The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November. <b>CUSTOMER REQUEST</b> The customer is requesting information on when the parts will be available and for the vehicle to be fixed. <b>Previous Goodwill Provided?</b> Yes/No (Additional info if applicable) No previous goodwill on file <b>Customer Pay Amount (Confirmed by Dealer)</b> — BMW Group Kristina Customer Relations Escalation Specialist (SF2-US-S-231) P.O. Box 1227 Westwood, NJ 07675  Telephone: +1-614-718-6945 Fax: +1-614-789-1992 Mail: Kristina.K.Kelnhofner@bmwfs.com Web: http://www.bmwusa.com</p>	
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<p><b>Activity Status:</b> Done <b>Activity Type:</b> Dealer Interaction <b>Activity Assigned To:</b> Kelnhofner, Kristina <b>Activity Created:</b> 2/28/2020 04:57 PM <b>Activity Created By:</b> Kelnhofner, Kristina <b>Activity Description:</b> From SM</p>	<p><b>Activity Updated:</b> 2/28/2020 04:57 PM <b>Activity Updated By:</b> Kelnhofner, Kristina <b>Email From:</b> <b>Email To:</b></p>
<p><b>Note Created:</b> 2/28/2020 04:57 PM</p>	<p><b>Note Created By:</b> Kelnhofner, Kristina <b>Note Type:</b> Dealer Interaction</p>

<p><b>From:</b> service [mailto:service@wildwestmotoplex.com] <b>Sent:</b> Friday, February 28, 2020 4:47 PM <b>To:</b> Kelnhofner Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofner@bmwfs.com&gt; <b>Subject:</b> RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda  Kristina, Parts have been on VOR since November. Regards [REDACTED]  Sent from Mail for Windows 10</p>	
<p><b>From:</b> Kristina.K.Kelnhofner@bmwfs.com &lt;Kristina.K.Kelnhofner@bmwfs.com&gt; <b>Sent:</b> Friday, February 28, 2020 3:41:41 PM <b>To:</b> service &lt;service@wildwestmotoplex.com&gt; <b>Subject:</b> RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p>	



# Customer Service Request Detail # [REDACTED]

<p>Thank you for the prompt reply and the information!</p> <p>Do you have any information on when the part will be available and when the repair can be made?</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com] Sent: Friday, February 28, 2020 10:34 AM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Kristina; Answers; tsara case 146149 No ids No previous repair attempts Never left at dealer , single while u wait visit to confirm seepage Not out of service as customer has chosen to continue riding Regards, Dan , 45287</p> <p>Sent from Mail for Windows 10</p> <hr/> <p>From: Kristina.K.Kelnhofer@bmwfs.com &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Sent: Friday, February 28, 2020 8:44:00 AM To: service &lt;service@wildwestmotoplex.com&gt; Subject: CR [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good morning,</p> <p>[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.</p> <p>@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?</p> <p>Have there been any TSARA cases for this issues, if so what are the case numbers? Are there any IDS cases and if so what are the numbers? Has there been any previous repair attempts for this? Was it down at the dealer for this and if so how long? How many total days out of service has this vehicle been in general?</p> <p>Thanks in advance for your time with this!</p> <p>Initial Communication – Customer Request for Non-Repair Goodwill Assistance</p> <p>CUSTOMER NAME [REDACTED] FULL VIN [REDACTED] MODEL YEAR &amp; MODEL NAME 2019 R 1250 GS IN-SERVICE DATE 04/17/2019 - 11 Months CURRENTLY UNDER EXTENDED WARRANTY? None on file</p>	
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# Customer Service Request Detail # [REDACTED]

<p>MILEAGE 8,119 SERVICING DEALER NAME Wild West Honda Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda VEHICLE PURCHASE FROM Wild West Honda APPROXIMATE DATE PURCHASED 4/17/2019 Purchased Used/New or as a CPO vehicle? New Original Owner? Yes/No Yes OWNERSHIP HISTORY First BMW Group Vehicle on File CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November. CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed. Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file Customer Pay Amount (Confirmed by Dealer) _</p> <p>BMW Group Kristina Customer Relations Escalation Specialist (SF2-US-S-231) P.O. Box 1227 Westwood, NJ 07675</p> <p>Telephone: +1-614-718-6945 Fax: +1-614-789-1992 Mail: Kristina.K.Kelnhofer@bmwfs.com Web: http://www.bmwusa.com</p>	
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Activity Status: Done	Activity Updated: 2/28/2020 06:06 PM
Activity Type: Field Interaction	Activity Updated By: Kelnhofer, Kristina
Activity Assigned To: Kelnhofer, Kristina	Email From:
Activity Created: 2/28/2020 06:05 PM	Email To:
Activity Created By: Kelnhofer, Kristina	
Activity Description: To AAM	
Note Created: 2/28/2020 06:06 PM	Note Created By: Kelnhofer, Kristina
	Note Type: Field Interaction

<p>From: Kelnhofer Kristina, SF2-US-S-602 Sent: Friday, February 28, 2020 6:06 PM To: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt; Cc: 'service' &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good evening,</p> <p>@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states that the vehicle has brake calipers that are leaking and the part has been on backorder since November. He states that he would like to keep the vehicle if it can be fixed and he can get information on when that would be and the parts will be available, but if there is no information on when the vehicle might be able to be fixed he mentioned wanting o look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com]</p>	
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# Customer Service Request Detail # [REDACTED]

Sent: Friday, February 28, 2020 4:47 PM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Parts have been on VOR since November.  
Regards,Dan

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofer@bmwfs.com  
<Kristina.K.Kelnhofer@bmwfs.com>  
Sent: Friday, February 28, 2020 3:41:41 PM  
To: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Thank you for the prompt reply and the information!

Do you have any information on when the part will be available and when the repair can be made?

Kind Regards,  
Kristina

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From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 10:34 AM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to confirm seepage  
Not out of service as customer has chosen to continue riding  
Regards, Dan , 45287

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofer@bmwfs.com  
<Kristina.K.Kelnhofer@bmwfs.com>  
Sent: Friday, February 28, 2020 8:44:00 AM  
To: service <service@wildwestmotoplex.com>  
Subject: CR - [REDACTED] - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,

[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.

@ [REDACTED] I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?



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

<p>Have there been any TSARA cases for this issues, if so what are the case numbers?                  Are there any IDS cases and if so what are the numbers?                  Has there been any previous repair attempts for this?                  Was it down at the dealer for this and if so how long?                  How many total days out of service has this vehicle been in general?</p> <p>Thanks in advance for your time with this!</p> <p>Initial Communication – Customer Request for Non-Repair Goodwill Assistance</p> <p>CUSTOMER NAME [REDACTED]                  FULL VIN [REDACTED]                  MODEL YEAR &amp; MODEL NAME 2019 R 1250 GS                  IN-SERVICE DATE 04/17/2019 - 11 Months                  CURRENTLY UNDER EXTENDED WARRANTY? None on file                  MILEAGE 8,119                  SERVICING DEALER NAME Wild West Honda                  Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda                  VEHICLE PURCHASE FROM Wild West Honda                  APPROXIMATE DATE PURCHASED 4/17/2019                  Purchased Used/New or as a CPO vehicle? New                  Original Owner? Yes/No Yes                  OWNERSHIP HISTORY First BMW Group Vehicle on File                  CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.                  CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.                  Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file                  Customer Pay Amount (Confirmed by Dealer)</p> <p>—                  BMW Group                  Kristina                  Customer Relations                  Escalation Specialist (SF2-US-S-231)                  P.O. Box 1227                  Westwood, NJ 07675</p> <p>Telephone: +1-614-718-6945                  Fax: +1-614-789-1992                  Mail: Kristina.K.Kelnhofner@bmwfs.com                  Web: http://www.bmwusa.com</p>	
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Activity Status: Done	Activity Updated: 3/3/2020 03:43 PM
Activity Type: Field Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From:
Activity Created: 3/3/2020 03:42 PM	Email To:
Activity Created By: Kelnhofner, Kristina	
Activity Description: To AAM	
Note Created: 3/3/2020 03:43 PM	Note Created By: Kelnhofner, Kristina
	Note Type: Field Interaction

<p>From: Kelnhofner Kristina, SF2-US-S-602                  Sent: Tuesday, March 3, 2020 3:43 PM                  To: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt;                  Cc: 'service' &lt;service@wildwestmotoplex.com&gt;                  Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119</p>	
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## Customer Service Request Detail # [REDACTED]

<p>Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good afternoon,</p> <p>@ Steve, have you had a chance to look at this?</p> <p>Kind regards, Kristina</p> <p>From: Kelnhofer Kristina, SF2-US-S-602 Sent: Friday, February 28, 2020 6:06 PM To: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt; Cc: 'service' &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good evening,</p> <p>@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states that the vehicle has brake calipers that are leaking and the part has been on backorder since November. He states that he would like to keep the vehicle if it can be fixed and he can get information on when that would be and the parts will be available, but if there is no information on when the vehicle might be able to be fixed he mentioned wanting o look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com] Sent: Friday, February 28, 2020 4:47 PM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Kristina, Parts have been on VOR since November. Regards [REDACTED]</p> <p>Sent from Mail for Windows 10</p> <hr/> <p>From: Kristina.K.Kelnhofer@bmwfs.com &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Sent: Friday, February 28, 2020 3:41:41 PM To: service &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Thank you for the prompt reply and the information!</p> <p>Do you have any information on when the part will be available and when the repair can be made?</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com] Sent: Friday, February 28, 2020 10:34 AM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt;</p>	
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# Customer Service Request Detail # [REDACTED]

Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to confirm seepage  
Not out of service as customer has chosen to continue riding  
Regards, Dan , 45287

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofner@bmwfs.com  
<Kristina.K.Kelnhofner@bmwfs.com>  
Sent: Friday, February 28, 2020 8:44:00 AM  
To: service <service@wildwestmotoplex.com>  
Subject: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,

[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.

@ [REDACTED], I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?

Have there been any TSARA cases for this issues, if so what are the case numbers?  
Are there any IDS cases and if so what are the numbers?  
Has there been any previous repair attempts for this?  
Was it down at the dealer for this and if so how long?  
How many total days out of service has this vehicle been in general?

Thanks in advance for your time with this!

Initial Communication – Customer Request for Non-Repair Goodwill Assistance

CUSTOMER NAME [REDACTED]  
FULL VIN [REDACTED]  
MODEL YEAR & MODEL NAME 2019 R 1250 GS  
IN-SERVICE DATE 04/17/2019 - 11 Months  
CURRENTLY UNDER EXTENDED WARRANTY? None on file  
MILEAGE 8,119  
SERVICING DEALER NAME Wild West Honda  
Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda  
VEHICLE PURCHASE FROM Wild West Honda  
APPROXIMATE DATE PURCHASED 4/17/2019  
Purchased Used/New or as a CPO vehicle? New  
Original Owner? Yes/No Yes  
OWNERSHIP HISTORY First BMW Group Vehicle on File  
CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.  
CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.  
Previous Goodwill Provided? Yes/No (Additional info if applicable) No



# Customer Service Request Detail # [REDACTED]

previous goodwill on file  
Customer Pay Amount (Confirmed by Dealer)  
--  
BMW Group  
Kristina  
Customer Relations  
Escalation Specialist (SF2-US-S-231)  
P.O. Box 1227  
Westwood, NJ 07675  
  
Telephone: +1-614-718-6945  
Fax: +1-614-789-1992  
Mail: Kristina.K.Kelnhofer@bmwfs.com  
Web: http://www.bmwusa.com  
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Activity Status: Done	Activity Updated: 3/4/2020 05:56 PM
Activity Type: Field Interaction	Activity Updated By: Kelnhofer, Kristina
Activity Assigned To: Kelnhofer, Kristina	Email From:
Activity Created: 3/4/2020 05:56 PM	Email To:
Activity Created By: Kelnhofer, Kristina	
Activity Description: From AAM	
Note Created: 3/4/2020 05:56 PM	Note Created By: Kelnhofer, Kristina
	Note Type: Field Interaction

From: Avalos Steve, EX-V4-US-S-1  
Sent: Tuesday, March 3, 2020 4:11 PM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Hello Kristina,

New calipers are supposed to be available in the next couple of weeks, I am pretty sure [REDACTED] at Wild West submitted an IDS ticket to get these in for all R 1250 models with leaking calipers.

Regards,  
Steve Avalos – Area Business Manager  
BMW Motorrad USA  
200 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731  
512-660-1584 cell  
www.bmwmotorcycles.com

“Quality is not an act, it’s a habit.” – Aristotle

\*\*\*\*\* 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,



Customer Service Request Detail # [REDACTED]

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.

\*\*\*\*\*

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Tuesday, March 3, 2020 3:43 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good afternoon,

@ Steve, have you had a chance to look at this?

Kind regards,  
Kristina

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Friday, February 28, 2020 6:06 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: 'service' <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good evening,

@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states that the vehicle has brake calipers that are leaking and the part has been on backorder since November. He states that he would like to keep the vehicle if it can be fixed and he can get information on when that would be and the parts will be available, but if there is no information on when the vehicle might be able to be fixed he mentioned wanting o look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 4:47 PM  
To: Kelnhofer Kristina, SF2-US-S-602 <Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Parts have been on VOR since November.  
Regards [REDACTED]

Sent from Mail for Windows 10

From: Kristina.K.Kelnhofer@bmwfs.com  
<Kristina.K.Kelnhofer@bmwfs.com>



# Customer Service Request Detail # [REDACTED]

<p>Sent: Friday, February 28, 2020 3:41:41 PM To: service &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Thank you for the prompt reply and the information!</p> <p>Do you have any information on when the part will be available and when the repair can be made?</p> <p>Kind Regards, Kristina</p> <p>From: service [mailto:service@wildwestmotoplex.com] Sent: Friday, February 28, 2020 10:34 AM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Kristina; Answers; tsara case 146149 No ids No previous repair attempts Never left at dealer , single while u wait visit to confirm seepage Not out of service as customer has chosen to continue riding Regards [REDACTED] 5287</p> <p>Sent from Mail for Windows 10</p> <hr/> <p>From: Kristina.K.Kelnhofer@bmwfs.com &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Sent: Friday, February 28, 2020 8:44:00 AM To: service &lt;service@wildwestmotoplex.com&gt; Subject: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good morning,</p> <p>[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.</p> <p>@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?</p> <p>Have there been any TSARA cases for this issues, if so what are the case numbers? Are there any IDS cases and if so what are the numbers? Has there been any previous repair attempts for this? Was it down at the dealer for this and if so how long? How many total days out of service has this vehicle been in general?</p> <p>Thanks in advance for your time with this!</p> <p>Initial Communication – Customer Request for Non-Repair Goodwill Assistance</p> <p>CUSTOMER NAME [REDACTED]</p>	
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**Customer Service Request Detail #** [REDACTED]

<p>FULL VIN [REDACTED]                  MODEL YEAR &amp; MODEL NAME 2019 R 1250 GS                  IN-SERVICE DATE 04/17/2019 - 11 Months                  CURRENTLY UNDER EXTENDED WARRANTY? None on file                  MILEAGE 8,119                  SERVICING DEALER NAME Wild West Honda                  Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda                  VEHICLE PURCHASE FROM Wild West Honda                  APPROXIMATE DATE PURCHASED 4/17/2019                  Purchased Used/New or as a CPO vehicle? New                  Original Owner? Yes/No Yes                  OWNERSHIP HISTORY First BMW Group Vehicle on File                  CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.                  CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.                  Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file                  Customer Pay Amount (Confirmed by Dealer)                  _____                  BMW Group                  Kristina                  Customer Relations                  Escalation Specialist (SF2-US-S-231)                  P.O. Box 1227                  Westwood, NJ 07675                   Telephone: +1-614-718-6945                  Fax: +1-614-789-1992                  Mail: Kristina.K.Kelnhofner@bmwfs.com                  Web: http://www.bmwusa.com</p>	
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Activity Status: Done	Activity Updated: 3/4/2020 05:56 PM
Activity Type: Field Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From:
Activity Created: 3/4/2020 05:56 PM	Email To:
Activity Created By: Kelnhofner, Kristina	
Activity Description: To AAM	
Note Created: 3/4/2020 05:56 PM	Note Created By: Kelnhofner, Kristina
	Note Type: Field Interaction

<p>From: Kelnhofner Kristina, SF2-US-S-602                  Sent: Wednesday, March 4, 2020 5:56 PM                  To: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt;                  Cc: service &lt;service@wildwestmotoplex.com&gt;                  Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda                   Good evening,                   Thanks for getting back in touch Steve! I appreciate the update! I did ask Dan if there had been an IDS ticket submitted and he advised me on 02/28 there has not been one. I do have this included previously in the email chain for reference.                   [REDACTED] was requesting compensation in the form of BMW lifestyle credit or some dealer credit due to the time he has been waiting for parts. What are your thoughts on his request?</p>	
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Customer Service Request Detail # [REDACTED]

Kind regards,  
Kristina

From: Avalos Steve, EX-V4-US-S-1  
Sent: Tuesday, March 3, 2020 4:11 PM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119  
Miles - Part Information Request for Brake Calipers - Wild West Honda

Hello Kristina,

New calipers are supposed to be available in the next couple of weeks, I am pretty sure Dan at Wild West submitted an IDS ticket to get these in for all R 1250 models with leaking calipers.

Regards,  
Steve Avalos – Area Business Manager  
BMW Motorrad USA  
200 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731  
512-660-1584 cell  
www.bmwmotorcycles.com

"Quality is not an act, it's a habit." – Aristotle

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\*\*\*\*\*

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Tuesday, March 3, 2020 3:43 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119  
Miles - Part Information Request for Brake Calipers - Wild West Honda

Good afternoon,

@ Steve, have you had a chance to look at this?

Kind regards,  
Kristina



## Customer Service Request Detail # [REDACTED]

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Friday, February 28, 2020 6:06 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: 'service' <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good evening,

@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states that the vehicle has brake calipers that are leaking and the part has been on backorder since November. He states that he would like to keep the vehicle if it can be fixed and he can get information on when that would be and the parts will be available, but if there is no information on when the vehicle might be able to be fixed he mentioned wanting to look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 4:47 PM  
To: Kelnhofer Kristina, SF2-US-S-602 <Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Parts have been on VOR since November.  
Regards, Dan

Sent from Mail for Windows 10

From: Kristina.K.Kelnhofer@bmwfs.com <Kristina.K.Kelnhofer@bmwfs.com>  
Sent: Friday, February 28, 2020 3:41:41 PM  
To: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Thank you for the prompt reply and the information!

Do you have any information on when the part will be available and when the repair can be made?

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 10:34 AM  
To: Kelnhofer Kristina, SF2-US-S-602 <Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to confirm seepage



# Customer Service Request Detail # [REDACTED]

<p>Not out of service as customer has chosen to continue riding Regards, Dan , 45287</p> <p>Sent from Mail for Windows 10</p> <hr/> <p>From: Kristina.K.Kelnhofner@bmwfs.com &lt;Kristina.K.Kelnhofner@bmwfs.com&gt; Sent: Friday, February 28, 2020 8:44:00 AM To: service &lt;service@wildwestmotoplex.com&gt; Subject: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good morning,</p> <p>[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.</p> <p>@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?</p> <p>Have there been any TSARA cases for this issues, if so what are the case numbers? Are there any IDS cases and if so what are the numbers? Has there been any previous repair attempts for this? Was it down at the dealer for this and if so how long? How many total days out of service has this vehicle been in general?</p> <p>Thanks in advance for your time with this!</p> <p>Initial Communication – Customer Request for Non-Repair Goodwill Assistance</p> <p>CUSTOMER NAME [REDACTED] FULL VIN [REDACTED] MODEL YEAR &amp; MODEL NAME 2019 R 1250 GS IN-SERVICE DATE 04/17/2019 - 11 Months CURRENTLY UNDER EXTENDED WARRANTY? None on file MILEAGE 8,119 SERVICING DEALER NAME Wild West Honda Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda VEHICLE PURCHASE FROM Wild West Honda APPROXIMATE DATE PURCHASED 4/17/2019 Purchased Used/New or as a CPO vehicle? New Original Owner? Yes/No Yes OWNERSHIP HISTORY First BMW Group Vehicle on File CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November. CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed. Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file Customer Pay Amount (Confirmed by Dealer)</p> <p>— BMW Group Kristina Customer Relations Escalation Specialist (SF2-US-S-231)</p>	
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# Customer Service Request Detail # [REDACTED]

P.O. Box 1227  
 Westwood, NJ 07675

Telephone: +1-614-718-6945  
 Fax: +1-614-789-1992  
 Mail: Kristina.K.Kelnhofner@bmwfs.com  
 Web: http://www.bmwusa.com

Activity Status: Done	Activity Updated: 3/5/2020 02:15 PM
Activity Type: Customer Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From: CustomerRelations@bmwusa.com
Activity Created: 3/5/2020 02:11 PM	Email To: [REDACTED] com
Activity Created By: Kelnhofner, Kristina	
Activity Description: Your Motorrad Correspondence [REDACTED]	

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

I am writing to inform you that we are still actively researching your case. I will contact you as soon as I have any updates or no later than 03/12/2020.

If you would like to contact me in the meantime, I can be reached at 1-800-831-1117, extension 6945. I'd be happy to follow-up as soon as I can.

The BMW 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.

Have a wonderful day!

Kind regards,

Kristina  
 Customer Relations and Services  
 Representative

Activity Status: Done	Activity Updated: 3/9/2020 08:20 PM
Activity Type: Field Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From:
Activity Created: 3/9/2020 08:19 PM	Email To:
Activity Created By: Kelnhofner, Kristina	
Activity Description: From AAM	

Note Created: 3/9/2020 08:20 PM	Note Created By: Kelnhofner, Kristina	Note Type: Field Interaction
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From: Avalos Steve, EX-V4-US-S-1  
 Sent: Friday, March 6, 2020 11:59 AM  
 To: Kelnhofner Kristina, SF2-US-S-602  
 <Kristina.K.Kelnhofner@bmwfs.com>  
 Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Hello Kristina,

Not sure why the dealer couldn't get the calipers in November since they were available, this really shouldn't fall on us to compensate the customer but should be placed on the dealer. I have had other stores get



Customer Service Request Detail # [REDACTED]

the calipers up until we ran out last month.

Regards,  
Steve Avalos – Area Business Manager  
BMW Motorrad USA  
200 Chestnut Ridge Road  
Woodcliff Lake, NJ 07677-7731  
512-660-1584 cell  
www.bmwmotorcycles.com

"Quality is not an act, it's a habit." – Aristotle

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and  
permanently delete this message and its attachments, along with any  
copies  
thereof. Thank you.  
\*\*\*\*\*

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Tuesday, March 3, 2020 3:43 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119  
Miles - Part Information Request for Brake Calipers - Wild West Honda

Good afternoon,

@ Steve, have you had a chance to look at this?

Kind regards,  
Kristina

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Friday, February 28, 2020 6:06 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: 'service' <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119  
Miles - Part Information Request for Brake Calipers - Wild West Honda

Good evening,

@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R  
1250 GS. He states that the vehicle has brake calipers that are leaking  
and the part has been on backorder since November. He states that he  
would like to keep the vehicle if it can be fixed and he can get information  
on when that would be and the parts will be available, but if there is no  
information on when the vehicle might be able to be fixed he mentioned



# Customer Service Request Detail # [REDACTED]

wanting o look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 4:47 PM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Parts have been on VOR since November.  
Regards,Dan

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofer@bmwfs.com  
<Kristina.K.Kelnhofer@bmwfs.com>  
Sent: Friday, February 28, 2020 3:41:41 PM  
To: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Thank you for the prompt reply and the information!

Do you have any information on when the part will be available and when the repair can be made?

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 10:34 AM  
To: Kelnhofer Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofer@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to

confirm seepage  
Not out of service as customer has chosen to

continue riding  
Regards, [REDACTED] 45287

Sent from Mail for Windows 10

---

From: Kristina.K.Kelnhofer@bmwfs.com  
<Kristina.K.Kelnhofer@bmwfs.com>  
Sent: Friday, February 28, 2020 8:44:00 AM  
To: service <service@wildwestmotoplex.com>  
Subject: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,



# Customer Service Request Detail # [REDACTED]

[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.

@ Dan, I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?

Have there been any TSARA cases for this issues, if so what are the case numbers?  
Are there any IDS cases and if so what are the numbers?  
Has there been any previous repair attempts for this?  
Was it down at the dealer for this and if so how long?  
How many total days out of service has this vehicle been in general?

Thanks in advance for your time with this!

Initial Communication – Customer Request for Non-Repair Goodwill Assistance

CUSTOMER NAME [REDACTED]  
FULL VIN [REDACTED]  
MODEL YEAR & MODEL NAME 2019 R 1250 GS  
IN-SERVICE DATE 04/17/2019 - 11 Months  
CURRENTLY UNDER EXTENDED WARRANTY? None on file  
MILEAGE 8,119  
SERVICING DEALER NAME Wild West Honda  
Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda  
VEHICLE PURCHASE FROM Wild West Honda  
APPROXIMATE DATE PURCHASED 4/17/2019  
Purchased Used/New or as a CPO vehicle? New  
Original Owner? Yes/No Yes  
OWNERSHIP HISTORY First BMW Group Vehicle on File  
CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.  
CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.  
Previous Goodwill Provided? Yes/No (Additional info if applicable) No previous goodwill on file  
Customer Pay Amount (Confirmed by Dealer)  
\_

BMW Group  
Kristina  
Customer Relations  
Escalation Specialist (SF2-US-S-231)  
P.O. Box 1227  
Westwood, NJ 07675

Telephone: +1-614-718-6945  
Fax: +1-614-789-1992  
Mail: Kristina.K.Kelnhofner@bmwfs.com  
Web: http://www.bmwusa.com

Activity Status:	Done	Activity Updated:	3/11/2020 09:30 AM
Activity Type	Attempted Dealer Interaction	Activity Updated By:	Kelnhofner, Kristina
Activity Assigned To:	Kelnhofner, Kristina	Email From:	
Activity Created:	3/11/2020 09:30 AM	Email To:	



# Customer Service Request Detail # [REDACTED]

Activity Created By: Kelnhofer, Kristina		
Activity Description: To SM		
Note Created: 3/11/2020 09:30 AM	Note Created By: Kelnhofer, Kristina	Note Type: Attempted Dealer Interaction
<p>From: Kelnhofer Kristina, SF2-US-S-602 Sent: Wednesday, March 11, 2020 9:30 AM To: 'service' &lt;service@wildwestmotoplex.com&gt; Cc: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good morning,</p> <p>@ [REDACTED], I was advised that brake calipers were available in November. Is there a reason you were not able to get them for [REDACTED] vehicle?</p> <p>Kind Regards, Kristina</p> <p>From: Kelnhofer Kristina, SF2-US-S-602 Sent: Wednesday, March 4, 2020 5:56 PM To: Avalos Steve, EX-V4-US-S-1 &lt;Steve.Avalos@bmwna.com&gt; Cc: service &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Good evening,</p> <p>Thanks for getting back in touch Steve! I appreciate the update! I did ask Dan if there had been an IDS ticket submitted and he advised me on 02/28 there has not been one. I do have this included previously in the email chain for reference.</p> <p>[REDACTED] was requesting compensation in the form of BMW lifestyle credit or some dealer credit due to the time he has been waiting for parts. What are your thoughts on his request?</p> <p>Kind regards, Kristina</p> <p>From: Avalos Steve, EX-V4-US-S-1 Sent: Tuesday, March 3, 2020 4:11 PM To: Kelnhofer Kristina, SF2-US-S-602 &lt;Kristina.K.Kelnhofer@bmwfs.com&gt; Cc: service &lt;service@wildwestmotoplex.com&gt; Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda</p> <p>Hello Kristina,</p> <p>New calipers are supposed to be available in the next couple of weeks, I am pretty sure Dan at Wild West submitted an IDS ticket to get these in for all R 1250 models with leaking calipers.</p> <p>Regards, Steve Avalos – Area Business Manager BMW Motorrad USA 200 Chestnut Ridge Road Woodcliff Lake, NJ 07677-7731 512-660-1584 cell www.bmwmotorcycles.com</p>		



Customer Service Request Detail # [REDACTED]

Created By Customer Relations Dept

"Quality is not an act, it's a habit." – Aristotle

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From: Kelnhofer Kristina, SF2-US-S-602  
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To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good afternoon,

@ Steve, have you had a chance to look at this?

Kind regards,  
Kristina

From: Kelnhofer Kristina, SF2-US-S-602  
Sent: Friday, February 28, 2020 6:06 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: 'service' <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good evening,

@ Steve, [REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states that the vehicle has brake calipers that are leaking and the part has been on backorder since November. He states that he would like to keep the vehicle if it can be fixed and he can get information on when that would be and the parts will be available, but if there is no information on when the vehicle might be able to be fixed he mentioned wanting o look into a repurchase. That being said, can we get any more information on when the calipers may be available and when we can get the vehicle repaired for [REDACTED]

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 4:47 PM  
To: Kelnhofer Kristina, SF2-US-S-602



# Customer Service Request Detail # [REDACTED]

<Kristina.K.Kelnhofner@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Parts have been on VOR since November.  
Regards,Dan

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofner@bmwfs.com  
<Kristina.K.Kelnhofner@bmwfs.com>  
Sent: Friday, February 28, 2020 3:41:41 PM  
To: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Thank you for the prompt reply and the information!

Do you have any information on when the part will be available and when the repair can be made?

Kind Regards,  
Kristina

From: service [mailto:service@wildwestmotoplex.com]  
Sent: Friday, February 28, 2020 10:34 AM  
To: Kelnhofner Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofner@bmwfs.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina; Answers; tsara case 146149  
No ids  
No previous repair attempts  
Never left at dealer , single while u wait visit to confirm seepage  
Not out of service as customer has chosen to continue riding  
Regards, [REDACTED] 45287

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofner@bmwfs.com  
<Kristina.K.Kelnhofner@bmwfs.com>  
Sent: Friday, February 28, 2020 8:44:00 AM  
To: service <service@wildwestmotoplex.com>  
Subject: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,

[REDACTED] contacted Customer Relations regarding his 2019 R 1250 GS. He states the brake calipers are leaking and that he has been waiting on parts since November. [REDACTED] is requesting to know when the parts will be available and to get the vehicle fixed.

@ [REDACTED] I just wanted to confirm the diagnosis, as well as if there is any ETA on the parts and when the vehicle might be able to be fixed. Also can you confirm the following things too please?

Have there been any TSARA cases for this issues, if so what are the

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



Created By Customer Relations Dept

case numbers?  
 Are there any IDS cases and if so what are the numbers?  
 Has there been any previous repair attempts for this?  
 Was it down at the dealer for this and if so how long?  
 How many total days out of service has this vehicle been in general?

Thanks in advance for your time with this!

Initial Communication – Customer Request for Non-Repair Goodwill Assistance

CUSTOMER NAME [REDACTED]  
 FULL VIN [REDACTED]  
 MODEL YEAR & MODEL NAME 2019 R 1250 GS  
 IN-SERVICE DATE 04/17/2019 - 11 Months  
 CURRENTLY UNDER EXTENDED WARRANTY? None on file  
 MILEAGE 8,119  
 SERVICING DEALER NAME Wild West Honda  
 Where does the customer service their vehicle? (BMW dealer or 3rd party) Wild West Honda  
 VEHICLE PURCHASE FROM Wild West Honda  
 APPROXIMATE DATE PURCHASED 4/17/2019  
 Purchased Used/New or as a CPO vehicle? New  
 Original Owner? Yes/No Yes  
 OWNERSHIP HISTORY First BMW Group Vehicle on File  
 CUSTOMER ISSUE The customer states that the vehicle has a leaking brake caliper and has been waiting for parts since November.  
 CUSTOMER REQUEST The customer is requesting information on when the parts will be available and for the vehicle to be fixed.  
 Previous Goodwill Provided? Yes/No (Additional info if applicable) No  
 previous goodwill on file  
 Customer Pay Amount (Confirmed by Dealer)  
 -

BMW Group  
 Kristina  
 Customer Relations  
 Escalation Specialist (SF2-US-S-231)  
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Activity Status: Done	Activity Updated: 3/11/2020 10:54 AM
Activity Type Dealer Interaction	Activity Updated By: Kelnhofner, Kristina
Activity Assigned To: Kelnhofner, Kristina	Email From:
Activity Created: 3/11/2020 10:53 AM	Email To:
Activity Created By: Kelnhofner, Kristina	
Activity Description: From SM	
Note Created: 3/11/2020 10:54 AM	Note Created By: Kelnhofner, Kristina
	Note Type: Dealer Interaction

From: service [mailto:service@wildwestmotoplex.com]  
 Sent: Wednesday, March 11, 2020 10:15 AM  
 To: Kelnhofner Kristina, SF2-US-S-602  
 <Kristina.K.Kelnhofner@bmwfs.com>



# Customer Service Request Detail # [REDACTED]

Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Kristina, Mason brought bike to us on 11/27, we inspected it and created TSARA case 146149, case replied a day later instructing us to replace calipers, we ordered them on 11/29 .....B/O and VOR .  
Dan,45287

Sent from Mail for Windows 10

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From: Kristina.K.Kelnhofner@bmwfs.com  
<Kristina.K.Kelnhofner@bmwfs.com>  
Sent: Wednesday, March 11, 2020 8:30:10 AM  
To: service <service@wildwestmotoplex.com>  
Cc: Steve.Avalos@bmwna.com <Steve.Avalos@bmwna.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good morning,

@ [REDACTED] I was advised that brake calipers were available in November. Is there a reason you were not able to get them for [REDACTED] vehicle?

Kind Regards,  
Kristina

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From: Kelnhofner Kristina, SF2-US-S-602  
Sent: Wednesday, March 4, 2020 5:56 PM  
To: Avalos Steve, EX-V4-US-S-1 <Steve.Avalos@bmwna.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Good evening,

Thanks for getting back in touch Steve! I appreciate the update! I did ask Dan if there had been an IDS ticket submitted and he advised me on 02/28 there has not been one. I do have this included previously in the email chain for reference.

[REDACTED] was requesting compensation in the form of BMW lifestyle credit or some dealer credit due to the time he has been waiting for parts. What are your thoughts on his request?

Kind regards,  
Kristina

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From: Avalos Steve, EX-V4-US-S-1  
Sent: Tuesday, March 3, 2020 4:11 PM  
To: Kelnhofner Kristina, SF2-US-S-602  
<Kristina.K.Kelnhofner@bmwfs.com>  
Cc: service <service@wildwestmotoplex.com>  
Subject: RE: CR - [REDACTED] - ZH98678 - 11 Months - 8,119 Miles - Part Information Request for Brake Calipers - Wild West Honda

Hello Kristina,

New calipers are supposed to be available in the next couple of weeks, I am pretty sure Dan at Wild West submitted an IDS ticket to get these in for all R 1250 models with leaking calipers.

Regards,  
Steve Avalos – Area Business Manager