



Customer Service Request Detail # 200736501456

**Customer**

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

**Service Request**

Service Request #:	200736501456
Brand:	BMW
Type:	Potential Lemon Law
Current Status:	Closed
Date Opened:	12/31/07 11:14AM
Created By:	Zika, Debbie
Rep Assigned:	Moore, Lew
Date Assigned:	12/31/07 12:07PM
Assigned Dealer:	[REDACTED]
Identified Dealer:	Pacific BMW
Date Resolved:	[REDACTED]
Resolve Rep:	[REDACTED]
Date Closed:	1/18/08 09:06AM
Close Rep:	Moore, Lew
Issue Note:	Hodges-Atty Ltr CA Lemon; repeat rprs SRS

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	[REDACTED]
Year:	2006
Model:	650i Convertible
Mileage:	[REDACTED]
Sale:	7/10/06 12:00AM
In Service Date:	7/10/06 12:00AM
Production Date:	5/10/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

**Solution Notes**

Solution
Denial letter sent

**Attachments**

File Name	Comments
Akopyan.pdf Hodges a	
AKOPYAN Defect Noti	
AKOPYAN ROs	
AKOPYAN Veh Docs	
Akopyan Hodges Deni	



Customer Service Request Detail # 200736501456

Activity Status:	Done	Activity Updated:	12/31/07 01:21PM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/31/07 11:16AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Hodges-Atty Ltr CA Lemon; repeat rprs SRS		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/31/07 01:21PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	12/31/07 01:21PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Asked NAlex for copy of repair order		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/2/08 10:18AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/2/08 09:39AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	See below		

Note Created:	1/2/08 10:18AM	Note Created By:	Moore, Lew	Note Type:	Field Interaction
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Customer Service Request Detail # 200736501456

From: Moore Lew, V4-US-A-51  
Sent: Wednesday, January 02, 2008 9:37 AM  
To: Kiefer Franz, V4-UIS-V-33  
Subject: Customer [REDACTED] 2006 650 BMW [REDACTED]

Franz:

Happy New Year!  
Good health to you and yours in 2008!

We bought a car back previously from this customer.  
He now has an atty and is requesting a BB on the 650. The car has been flagged in the warranty system.  
The atty states the car had a tamper seal installed by Nick Alexander BMW at 26,083 miles.  
At 28,000 miles, the customer went to Pacific BMW where faults were cleared but no repairs made (per the atty)  
I don't know if you have Nick Alexander BMW any more but I would like to talk to you.

Thanks

Lew

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	1/2/08 10:53AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/2/08 10:46AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	atty ack letter sent		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200736501456

Activity Status:	Done	Activity Updated:	1/2/08 11:12AM
Activity Type	General	Activity Updated By:	Pascale, Audrey
Activity Assigned To:	Pascale, Audrey	Email From:	
Activity Created:	1/2/08 11:12AM	Email To:	
Activity Created By:	Pascale, Audrey		
Activity Description:	FED EX #7988 4215 6079 01/02/08		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/2/08 02:33PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/2/08 02:33PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	spoke to atty Dennis He will see if there is a settlement possibilitt. If not FSF will look at car to determine status of seals		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/7/08 03:54PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/7/08 03:53PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Called denis Atty asked for call back We will have FSE look at seals before offer If not acceptable we will deny		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/9/08 08:57AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/9/08 08:57AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Called atty again		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/11/08 02:28PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/11/08 02:28PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Please see below		
Note Created:	1/11/08 02:28PM	Note Created By:	Moore, Lew
		Note Type:	Customer's Attorney



Customer Service Request Detail # 200736501456

From: Moore Lew, V4-US-A-51  
Sent: Friday, January 11, 2008 2:28 PM  
To: [REDACTED]  
Subject: Customer Four 2004 BMW 325i KP88031

Ms Yeck:

As we discussed.

Please have your client sign and notarize the attached.

Questions? Please call.

Thanks

Lew Moore

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223

Activity Status:	Done	Activity Updated:	1/11/08 05:22PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/11/08 05:22PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Please see below		

Note Created: 1/11/08 05:22PM

Note Created By: Moore, Lew

Note Type: Customer's Attorney



Customer Service Request Detail # 200736501456

From: Moore Lew, V4-US-A-51  
Sent: Friday, January 11, 2008 5:22 PM  
To: Zapcic Shane, V4-US-V-3-A  
Cc: Kiefer Franz, V4-US-V-33  
Subject: Customer [REDACTED] 2006 650 Convert [REDACTED] Pacific BMW

Shane:

This is a case where the car was flagged.

Franz Kiefer agreed to have a FSE look at the car and find out if anything is amiss.

The customer has agreed to that arrangement.

Pacific BMW was the last dealer involved but Nick Alexander was the flagging dealer.

Customer has an atty and wants a BB.

Can you arrange for a FSE to look at the car?

Please call if you want to discuss.

Thanks

Lew

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	1/14/08 02:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/14/08 02:52PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Request to Denis S to use Century West		

Note Created: 1/14/08 02:53PM

Note Created By: Moore, Lew

Note Type: Dealer Interaction



Customer Service Request Detail # 200736501456

From: Moore Lew, V4-US-A-51  
Sent: Monday, January 14, 2008 2:52 PM  
To: 'dsadowski@centurywestbmw.com'  
Subject: FW: Customer [REDACTED] 2006 650 Convert [REDACTED] Pacific  
BMW

Denis:

Would you be OK to have a car inspected at Century West BMW?

The details are attached.

This is not a CW customer.  
It is a matter convenience for FSE Barsegyan.

Please let me know.

Thanks

Lew

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

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From: Barsegyan Gary, V4-US-A-24  
Sent: Friday, January 11, 2008 10:17 PM  
To: Moore Lew, V4-US-A-51  
Cc: Zapcic Shane, V4-US-V-3-A; Kiefer Franz, V4-US-V-33; Huzyak Ed,  
V4-US-V-3-A  
Subject: RE: Customer [REDACTED] 2006 650 Convert [REDACTED] Pacific  
BMW

Lew,

I have no visits scheduled to Pacific BMW for the rest of this month. The  
only possibility is the 28th at Century West BMW If customer and CW  
Service Manager Dennis Sadowski agree, please arrange drop-off to  
Century West BMW.

Regards,

...



Customer Service Request Detail # 200736501456

... Gary Barsegyan BMW of North America LLC Regional Technical Engineer (818) 383-2477 Mobile (818) 308-6755 Fax		...	
From: Zapcic Shane, V4-US-V-3-A Sent: Friday, January 11, 2008 6:29 PM To: Barsegyan Gary, V4-US-A-24 Subject: FW: Customer [REDACTED] 2006 650 Convert CN7			
Activity Status:	Done	Activity Updated:	1/17/08 05:39PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/17/08 05:39PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Field advises to decline Will send letter		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/18/08 09:06AM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/18/08 09:04AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Denial letter to atty see attached		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200800901749

**Customer**

Name: Mr. Rajdeh S. [REDACTED]  
 Preferred Communication Method:  
 Work #: [REDACTED]  
 Home #: [REDACTED]  
 Cell #:  
 Street Address: [REDACTED]  
 Apt/Ste:  
 City/State/Zip: PASADENA, CA [REDACTED]

**Service Request**

Service Request #: 200800901749  
 Brand: BMW  
 Type: Potential Lemon Law  
 Current Status: Closed  
 Date Opened: 1/9/08 12:03PM  
 Created By: Zika, Debbie  
 Rep Assigned: Moore, Lew  
 Date Assigned: 1/9/08 02:33PM  
 Assigned Dealer: McKenna BMW  
 Identified Dealer: McKenna BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 3/13/08 12:05PM  
 Close Rep: Moore, Lew  
 Issue Note: Akopian-Atty Ltr CA Lemon; repeat issue 2X-SRS warning light

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2007  
 Model: 650i Convertible  
 Mileage: 7,200  
 Sale: 5/29/07 12:00AM  
 In Service Date: 5/29/07 12:00AM  
 Production Date: 12/18/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

**Solution Notes**

Solution
surrender March 13

**Attachments**

File Name	Comments
[REDACTED].Def [REDACTED].pdf Sigr	



Customer Service Request Detail # 200800901749

Activity Status:	Done	Activity Updated:	1/10/08 12:19PM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/9/08 12:04PM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Akopian-Atty Ltr CA Lemon; repeat issue 2X-SRS warning light		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/10/08 01:01PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/10/08 01:01PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	called atty left msg asked for call back		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/10/08 01:23PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/10/08 01:22PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	atty ack letter sent see attached		

Note Created:	1/10/08 01:22PM	Note Created By:	Moore, Lew	Note Type:	Customer's Attorney
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Customer Service Request Detail # 200800901749

Ms Akopian:

I received your letter re the above customer.

A team is reviewing the matter and we will soon be in touch to address this concern.

We appreciate your patience in the interim.

Please call so that we can discuss the specifics of the case.

Thank you.

Lew Moore

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	1/23/08 08:28AM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	1/11/08 10:22AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity		

Note Created: 1/11/08 10:22AM	Note Created By: NET, DCS	Note Type: Dealer Interaction
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Viewed Service Request information: Dealer 96733 on Fri Jan 11 10:22:11 EST 2008

Note Created: 1/11/08 10:27AM	Note Created By: NET, DCS	Note Type: Dealer Interaction
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We have made one repair and one recall performed. Market team involved.

Note Created: 1/14/08 05:39PM	Note Created By: NET, DCS	Note Type: Dealer Interaction
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DISCUSSED WITH AMM. AMM WILL DISCUSS WITH CORE AND RESOLVE.

Activity Status:	Done	Activity Updated:	1/17/08 05:18PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	1/17/08 05:18PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Per prior note call to discuss Ben F		



Customer Service Request Detail # 200800901749

Note Created:	Note Created By:	Note Type:
Activity Status: Done	Activity Updated: 1/28/08 03:25PM	
Activity Type: Field Interaction	Activity Updated By: Moore, Lew	
Activity Assigned To: Moore, Lew	Email From:	
Activity Created: 1/28/08 03:18PM	Email To:	
Activity Created By: Moore, Lew		
Activity Description: Critical E Mail to field see below		
Note Created: 1/28/08 03:19PM	Note Created By: Moore, Lew	Note Type: Field Interaction



Customer Service Request Detail # 200800901749

From: Moore Lew, V4-US-A-51  
Sent: Monday, January 28, 2008 3:24 PM  
To: Huzyak Ed, V4-US-V-3-A; Haji Sadir, V4-US-V-32; Figueroa Ben,  
V4-US-V-32; Gabel Matthew, V4-US-V-3-A  
Subject: FW: Critical Customer [REDACTED] 2007 650Convert  
CN81664 7300 Miles McKenna BMW SR20080 [REDACTED]

This CRITICAL is being resent.

Previous one contained an error.

Sorry

Lew Moore

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

---

From: Moore Lew, V4-US-A-51  
Sent: Monday, January 28, 2008 3:18 PM  
To: Huzyak Ed, V4-US-V-3-A; Haji Sadir, V4-US-V-32; Figueroa Ben,  
V4-US-V-32; Gabel Matthew, V4-US-V-3-A  
Subject: Critical Customer [REDACTED] 2007 650Convert CN81664  
7300 Miles McKenna BMW SR20080 [REDACTED]

Sent standard letter to customer attorney

Do Not Contact Customer

Atty Akopian and Associates  
818 244 0050

RO history shows belt tensioner , little else.

Attorney letter refers SRS light being

...



Customer Service Request Detail # 200800901749

... Regards, Lewis P. Moore Customer Relations and Services Representative  Telephone (201) 263-8223 (800) 831-1117 ext. 8223_ Fax (201) 930-8484 Mailing Address P.O. Box 1227 Westwood, NJ 07675-1227		...	
Activity Status:	Done	Activity Updated:	1/29/08 11:55AM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	1/29/08 10:39AM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity 01/11/2008		
Note Created: 1/29/08 10:39AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
ONLY ONE REPAIR AND ONE RECALL PERFORMED AT OUR CENTER , Daniel sanchez, Service Director. # 96733			
Note Created: 1/29/08 10:39AM		Note Created By: NET, DCS	
Note Type: Dealer Interaction			
Critical E Mail to field see below			
Activity Status:	Done	Activity Updated:	2/4/08 05:18PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/4/08 05:17PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for field reply		
Note Created:		Note Created By:	
Note Type:			
Activity Status:	Done	Activity Updated:	2/6/08 11:49AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/6/08 11:49AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for field reply		
Note Created:		Note Created By:	
Note Type:			



Customer Service Request Detail # 200800901749

Activity Status:	Done	Activity Updated:	2/11/08 09:26AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/11/08 09:25AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for field reply		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/15/08 10:23AM
Activity Type	General	Activity Updated By:	Moore, Lew
Activity Assigned To:	NET, DCS	Email From:	
Activity Created:	2/13/08 06:14PM	Email To:	
Activity Created By:	NET, DCS		
Activity Description:	Dealer Created Activity 01/29/2008		

Note Created: 2/13/08 06:14PM	Note Created By: NET, DCS	Note Type: Dealer Interaction
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MARKET TEAM INVOLVED

Activity Status:	Done	Activity Updated:	2/15/08 10:24AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/15/08 10:23AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for MT reaction		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/21/08 08:49AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/21/08 08:48AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Reminder e mail to AMM Figueroa		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/27/08 09:17AM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/27/08 09:16AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Reminder to AMM Figueroa		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200800901749

Activity Status:	Done	Activity Updated:	2/27/08 04:12PM
Activity Type	Field Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/27/08 03:49PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Ben F states BB see below		

Note Created: 2/27/08 03:50PM

Note Created By: Moore, Lew

Note Type: Field Interaction

From: Figueroa Ben, V4-US-V-32  
Sent: Wednesday, February 27, 2008 3:36 PM  
To: Moore Lew, V4-US-A-51  
Subject: RE: Critical Customer [REDACTED] 2007 650Convert  
CN81664 7300 Miles McKenna BMW SR200800 [REDACTED]

Please offer a buyback. Based on the dual srs lights.

From: Moore Lew, V4-US-A-51  
Sent: Wednesday, February 27, 2008 12:34 PM  
To: Figueroa Ben, V4-US-V-32  
Subject: RE: Critical Customer [REDACTED] 2007 650Convert  
CN81664 7300 Miles McKenna BMW SR200800 [REDACTED]

Ben:  
No notation in the warranty history.  
Not on the Nancy list.  
Regards,  
Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

From: Figueroa Ben, V4-US-V-32  
Sent: Wednesday, February 27, 2008 10:55 AM  
To: Moore Lew, V4-US-A-51  
Subject: RE: Critical Customer [REDACTED] 2007 650Convert  
CN81664 7300 Miles McKenna BMW SR200800 [REDACTED]

Can you find out if this VIN is on Nancy's tamper list. Thank you.

From: Moore Lew, ...



Customer Service Request Detail # 200800901749

... V4-US-A-51 Sent: Wednesday, February 27, 2008 6:17 AM To: Figueroa Ben, V4-US-V-32 Subject: FW: Critical Customer [REDACTED] 2007 650Convert CN81664 7300 Miles McKenna BMW SR200800 [REDACTED]		...	
Ben: I need your thoughts on this one. Please			
Activity Status:	Done	Activity Updated:	2/28/08 03:24PM
Activity Type	Customer's Attorney	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	2/28/08 03:23PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	settlement to atty see below		
Note Created: 2/28/08 03:24PM		Note Created By: Moore, Lew	Note Type: Customer's Attorney



Customer Service Request Detail # 200800901749

From: Moore Lew, V4-US-A-51  
Sent: Thursday, February 28, 2008 3:23 PM  
To: 'john@akopianlaw.com'  
Subject: Customer [REDACTED] 2007 BMW 650 [REDACTED]

Mr Akopian:

Attached is the settlement agreement for the above customer.  
Please have the customer sign and notarize the attached.  
Please send back to me for processing.

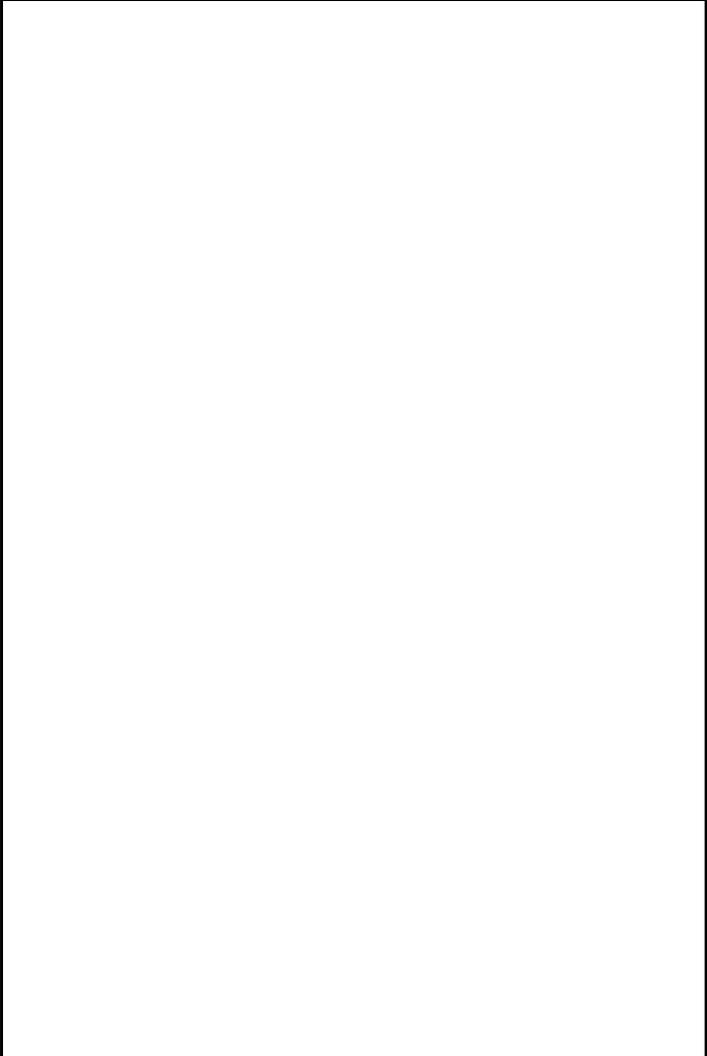
thank you.

Lew Moore  
BMW Customer Relations

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_

Fax  
(201) 930-8484

Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227



Activity Status:	Done	Activity Updated:	3/4/08 08:59AM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/4/08 08:58AM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Settlement package to ISG see below		

Note Created: 3/4/08 08:58AM	Note Created By: Moore, Lew	Note Type: Corporate Interaction
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Customer Service Request Detail # 200800901749

From: Moore Lew, V4-US-A-51  
Sent: Thursday, February 28, 2008 4:17 PM  
To: 'ehickman@impartialservices.com'  
Subject: FW: Scanned document from NEW ShareScan (ShareScan)

Re Customer Nazarian 2006 BMW 550i CP02372

Emma:

Attached is the settlement package for the above customer.

Century West BMW will be the dealer handling the repurchase.

The reason for the repurchase is repeat repairs transmission shifting concerns.

Thanks

Lew

Regards,

Lewis P. Moore  
Customer Relations and Services  
Representative

Telephone  
(201) 263-8223  
(800) 831-1117 ext. 8223\_  
Fax  
(201) 930-8484  
Mailing Address  
P.O. Box 1227  
Westwood, NJ 07675-1227

-----  
From: NEW ShareScan  
Sent: Thursday, February 28, 2008 3:54 PM  
To: Moore Lew, V4-US-A-51  
Subject: Scanned document from NEW ShareScan (ShareScan)

Activity Status:	Done	Activity Updated:	3/7/08 04:58PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/7/08 04:57PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Waiting for ISG		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # 200800901749

Activity Status:	Done	Activity Updated:	3/12/08 01:50PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/12/08 01:50PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Kathy L assigned as transfer agent		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/13/08 12:04PM
Activity Type	Corporate Interaction	Activity Updated By:	Moore, Lew
Activity Assigned To:	Moore, Lew	Email From:	
Activity Created:	3/13/08 12:04PM	Email To:	
Activity Created By:	Moore, Lew		
Activity Description:	Kathy L called \$100 damage advised we should accept car		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200801003997

**Customer**

Name: Dr. Gregory [REDACTED]  
 Preferred Communication Method: [REDACTED]  
 Work #: [REDACTED]  
 Home #: [REDACTED]  
 Cell #: [REDACTED]  
 Street Address: [REDACTED]  
 Apt/Ste: Ste 125  
 City/State/Zip: Richmond, VA 232 [REDACTED]

**Service Request**

Service Request #: 200801003997  
 Brand: BMW  
 Type: Complaint  
 Current Status: Closed  
 Date Opened: 1/10/08 06:18PM  
 Created By: Phommaseng, Dee  
 Rep Assigned: Phommaseng, Dee  
 Date Assigned: 1/10/08 06:18PM  
 Assigned Dealer:  
 Identified Dealer: Richmond BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/22/08 06:17PM  
 Close Rep: Phommaseng, Dee  
 Issue Note: refer SR#200729800621. same issue, when rains, nav, phone system, sound system not wrking

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US): [REDACTED]  
 Year: 2006  
 Model: 650i Convertible  
 Mileage: 16,000  
 Sale: 7/17/06 12:00AM  
 In Service Date: 7/17/06 12:00AM  
 Production Date: 6/13/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV17	REPEAT REPAIR/COMEBACK	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution

Wtr apolog of issues recurring & agreed to doc, advs cust to continue to wrk w/SM. closing pending cb

wtr contctd SM-SM-Alan to adv cust is very satisfied w/dlr & resolution, will continue to buy another bmw when weather is warmer.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200801003997

Activity Status:	Done	Activity Updated:	1/10/08 06:23PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	1/10/08 06:20PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	refer SR#200729800621. same issue, when rains, nav, phone systm, sound systm not wrking		
Note Created: 1/10/08 06:21PM		Note Created By: Phommaseng, Dee	
Note Type: Customer Interaction			
Cust stts they had rain. Phone systm stopped wrking. all sound systm stopped wrking. cust called Service director-Alan at Richmond BMW dlr who will talk to FSE, scheduled to be out at dlr 1/15/08 to review issue. GM-Matt Perry is involved & cust stts last time this issue occurred, cust was promised dlr will tke cust out of veh if issue continues. Cust stts his intention definitely will be to return the car bck & stts SM is aware of his req. cust stts he just wants issue doc & wanted bmw na to be aware of this. Wtr apolog of issues recurring & agreed to doc, advs cust to continue to wrk w/SM.			
Activity Status:	Done	Activity Updated:	1/22/08 06:06PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	1/21/08 08:44PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	rcv vm msg frm cust 804-690-9055 on 1/17 (wtr was out of ofc): repeat issue again, dlr BB & refunding cust. cust wanted to compliment dlr & wtr...		
Note Created: 1/21/08 08:54PM		Note Created By: Phommaseng, Dee	
Note Type: Customer Interaction			
cust stts is very satisfied w/everyone at dlr & GM-Matt Perry, & wtr, feels his issue was handled in a "stand up" way. cust feels bmw "acted very honorably & responsibly", & commends BMW on how issue was handled & resolved. cust stts will still be a bmw cust in the future b/c of this satisfactory experience.			
Activity Status:	Done	Activity Updated:	1/22/08 06:15PM
Activity Type	Customer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	1/22/08 06:02PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	follow up call to cust: wtr confirmed vm rcvd & have doc resolution tht cust was able to wrk out w/dlr. cust stts is on his way to dlr now to pick up		
Note Created: 1/22/08 06:04PM		Note Created By: Phommaseng, Dee	
Note Type: Customer Interaction			
check frm dlr & stts he will not get into another bmw now since weather is not as great but will definately get bck into another bmw once weather gets warmer. cust stts has nothing but good things to say about BMW's srvcas & will still continue to be a BMW customer. cust satisfied.			
Activity Status:	Done	Activity Updated:	1/22/08 06:17PM
Activity Type	Dealer Interaction	Activity Updated By:	Phommaseng, Dee
Activity Assigned To:	Phommaseng, Dee	Email From:	
Activity Created:	1/22/08 06:15PM	Email To:	
Activity Created By:	Phommaseng, Dee		
Activity Description:	wtr contctd SM-SM-Alan to adv cust is very satisfied w/dlr & resolution, will continue to buy another bmw when weather is warmer.		

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A subsidiary  
of BMW AG

**BMW of North America, Inc.**



**Customer Service Request Detail # 200801003997**

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Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200801100972

**Customer**

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

**Service Request**

Service Request #: 200801100972  
 Brand: BMW  
 Type: Potential Lemon Law  
 Current Status: Closed  
 Date Opened: 1/11/08 11:35AM  
 Created By: Zika, Debbie  
 Rep Assigned: McDonald, Nancy  
 Date Assigned: 1/11/08 11:47AM  
 Assigned Dealer: Center BMW  
 Identified Dealer: Center BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 2/26/08 08:18AM  
 Close Rep: McDonald, Nancy  
 Issue Note: Starr-Atty Ltr CA Lemon; repeat rprs steering, radiator, airbags, speedometer, SOS

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2006  
 Model: 650i Coupe  
 Mileage:  
 Sale: 3/8/06 12:00AM  
 In Service Date: 3/8/06 12:00AM  
 Production Date: 12/13/05 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIO
SV05	REPLACEMENT/REPURCHASE REQUEST (L	INSTRUMENTS, GAUGES,	6212	SPEEDOMETER/TACHOMETER
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Telephone/Communication S	8413	SOS/BMW Assist
SV05	REPLACEMENT/REPURCHASE REQUEST (L	Radio, CD, OBC, Nav, Alarm	6591	RADIO
SV05	REPLACEMENT/REPURCHASE REQUEST (L	STEERING UNIT COMPON	3200	STEERING UNIT COMPONENTS

**Solution Notes**

Solution
vehicle repurchased

**Attachments**

File Name	Comments
[REDACTED] ROs [REDACTED] Defec [REDACTED] signed sett	



Customer Service Request Detail # 200801100972

Activity Status:	Done	Activity Updated:	1/11/08 12:58PM
Activity Type	General	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 11:46AM	Email To:	
Activity Created By:	Zika, Debbie		
Activity Description:	Starr-Atty Ltr CA Lemon; repeat rprs steering, radiator, airbags, speedometer, SOS		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/11/08 12:59PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 12:57PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	acknowledgement to attorney		

Note Created: 1/11/08 12:58PM	Note Created By: McDonald, Nancy	Note Type: Customer's Attorney
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From: McDonald Nancy, V4-US-A-51  
Sent: Friday, January 11, 2008 12:57 PM  
To: 'Danny Carnevale'  
Subject: Gagik [REDACTED]

Dear Counsel:

Your office contacted BMW of North America, LLC on behalf of your client Gagik Aroutionian 2006 BMW 650CI.

Senior members of BMWs management team are now reviewing the owner history and service records for this vehicle. We will soon contact you to discuss the findings and recommendations.

We thank you for your cooperation in bringing a fair and prompt resolution to this concern.

Sincerely,

Nancy McDonald  
Customer Relations & Service

Telephone:  
201-263-8225  
800-831-1117 ext 8225  
Fax:  
201-930-8484  
Mailing Address:  
PO Box 1227  
Westwood, NJ 07675-1227



Customer Service Request Detail # 200801100972

Activity Status:	Done	Activity Updated:	1/11/08 01:05PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 01:04PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	critical to market team		

Note Created: 1/11/08 01:04PM      Note Created By: McDonald, Nancy      Note Type: Field Interaction

From: McDonald Nancy, V4-US-A-51  
Sent: Friday, January 11, 2008 1:03 PM  
To: Zapcic Shane, V4-US-V-3-A; Kumar Richard, V4-US-V-37; Huzyak Ed, V4-US-V-3-A; Barsegyan Garv, V4-US-A-24  
Subject: Critical Gagik [REDACTED] 2006 650CIC Center BMW

Gagik [REDACTED]  
[REDACTED] Staff-attorney  
CR50050  
2006 650CIC  
Center BMW

We received an attorney demand letter for this customer. The VIN has been flagged and is on the data base. Please advise if a denial letter can be sent out on case, thanks

Sincerely,

Nancy McDonald  
Customer Relations & Service

Telephone:  
201-263-8225  
800-831-1117 ext 8225  
Fax:  
201-930-8484  
Mailing Address:  
PO Box 1227  
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	1/11/08 03:09PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 03:07PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Gary RTE		

Note Created: 1/11/08 03:08PM      Note Created By: McDonald, Nancy      Note Type: Field Interaction



Customer Service Request Detail # 200801100972

From: Barsegyan Gary, V4-US-A-24  
Sent: Friday, January 11, 2008 2:59 PM  
To: McDonald Nancy, V4-US-A-51  
Cc: Zapcic Shane, V4-US-V-3-A; Kumar Richard, V4-US-V-37; Huzyak Ed, V4-US-V-3-A  
Subject: RE: Critical Gagik [REDACTED] 2006 650CIC Center BMW

Nancy,

I see that the VIN was flagged on 3/19/07 by David Cartwright. Since then, multiple repairs were performed by Center BMW.

I assume David might be more familiar with this VIN.

Regards,

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

Activity Status:	Done	Activity Updated:	1/11/08 03:11PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/11/08 03:09PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	EMAIL TO DAVID		

Note Created: 1/11/08 03:11PM	Note Created By: McDonald, Nancy	Note Type: Field Interaction
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From: McDonald Nancy, V4-US-A-51  
Sent: Friday, January 11, 2008 3:10 PM  
To: Cartwright David, V4-US-V-34  
Cc: Zapcic Shane, V4-US-V-3-A; Kumar Richard, V4-US-V-37; Huzyak Ed, V4-US-V-3-A  
Subject: FW: Critical Gagik [REDACTED] 2006 650CIC Center BMW

David

Sorry I missed meeting you when you were in NJ.

Can you let me know anything about this vehicle since you flagged the vehicle, thanks

Nancy



Customer Service Request Detail # 200801100972

Activity Status:	Done	Activity Updated:	1/15/08 01:17PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/15/08 01:17PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	David RTE advised air bag repair is a problem at least 3 times		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/15/08 01:21PM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/15/08 01:17PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to Shane and Gary		

Note Created: 1/15/08 01:18PM	Note Created By: McDonald, Nancy	Note Type: Field Interaction
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<p>: McDonald Nancy, V4-US-A-51                  Sent: Tuesday, January 15, 2008 1:17 PM                  To: Zapcic Shane, V4-US-V-3-A; Barseevan Gary, V4-US-A-24                  Subject: FW: Critical Gagik [REDACTED] 2006 650CIC Center BMW</p> <p>Shane and Gary</p> <p>I spoke with David about this file-our problem is that we had an air bag light complaint 8/2006 and 12/2006 which no repairs were done-however in 3/2007 they did a repair to an air bag complaint. Based on these we will have to repurchase this vehicle. Let me know what you think, thanks</p> <p>Nancy</p>	
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Activity Status:	Done	Activity Updated:	1/16/08 08:18AM
Activity Type	Field Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/16/08 08:17AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from Shane		

Note Created: 1/16/08 08:17AM	Note Created By: McDonald, Nancy	Note Type: Field Interaction
-------------------------------	----------------------------------	------------------------------



Customer Service Request Detail # 200801100972

From: Zapcic Shane, V4-US-V-3-A  
Sent: Tuesday, January 15, 2008 5:55 PM  
To: McDonald Nancy, V4-US-A-51; Barsevan Gary, V4-US-A-24  
Subject: RE: Critical Gagik [REDACTED] 2006 650CIC Center  
BMW

Hello Nancy.

Thanks for the leg work here.

Please move forward with the repurchase.

Shane Zapcic  
Aftersales Market Manager  
BMW of North America, LLC  
805-657-3356 mobile  
661-274-9259 fax  
shane.zapcic@bmwna.com

Activity Status:	Done	Activity Updated:	1/16/08 10:43AM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/16/08 10:43AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to attorney w/settlement		

Note Created: 1/16/08 10:43AM

Note Created By: McDonald, Nancy

Note Type: Customer's Attorney



Customer Service Request Detail # 200801100972

From: McDonald Nancy, V4-US-A-51  
Sent: Wednesday, January 16, 2008 10:42 AM  
To: 'Danny Carnevale'  
Subject: Gagik [REDACTED]

Hi Danny

Attached is the settlement for your client's signature

Down Payment \$2,905.32  
Payments \$28,576.80  
Attorney fee \$2,750.00

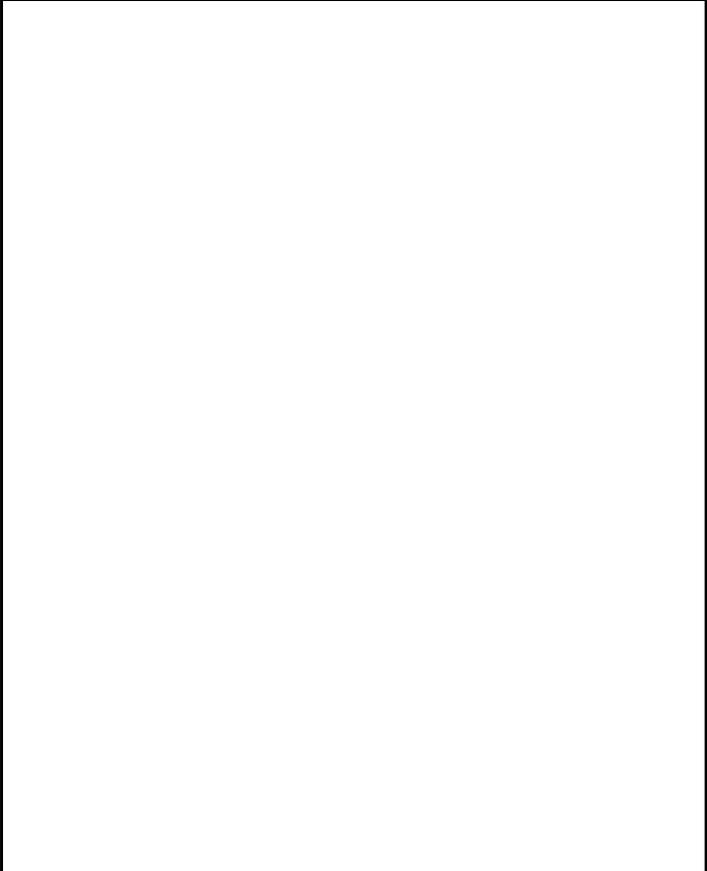
Less mileage offset of 12,870

Thanks

Sincerely,

Nancy McDonald  
Customer Relations & Service

Telephone:  
201-263-8225  
800-831-1117 ext 8225  
Fax:  
201-930-8484  
Mailing Address:  
PO Box 1227  
Westwood, NJ 07675-1227



Activity Status:	Done	Activity Updated:	1/23/08 01:06PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/23/08 12:52PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to attorney		

Note Created: 1/23/08 12:53PM      Note Created By: McDonald, Nancy      Note Type: Customer's Attorney

From: McDonald Nancy, V4-US-A-51  
Sent: Wednesday, January 23, 2008 12:53 PM  
To: 'Danny Carnevale'  
Subject: FW: Gagik [REDACTED]

Danny

Please advise status on the offer sent to you for your client

Nancy

From: McDonald Nancy, V4-US-A-51  
Sent: Wednesday, January





Customer Service Request Detail # 200801100972

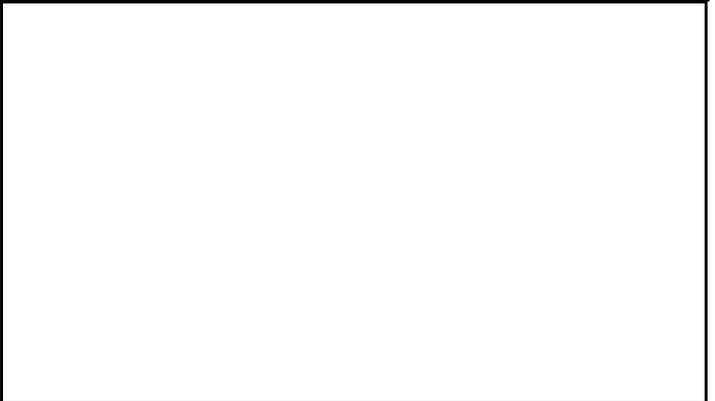
Activity Status:	Done	Activity Updated:	1/23/08 01:06PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/23/08 01:05PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from attorney		

Note Created: 1/23/08 01:06PM      Note Created By: McDonald, Nancy      Note Type: Customer's Attorney

From: Danny Carnevale [mailto:starlawdaniel@yahoo.com]  
Sent: Wednesday, January 23, 2008 1:05 PM  
To: McDonald Nancy V4-US-A-51  
Subject: Re: Gagik [REDACTED]

I am waiting for the client to get back in town, should be Friday.

DANIEL CARNEVALE  
LAW OFFICE OF ROBERT L. STARR  
23277 Ventura Blvd  
Woodland Hills, CA 91364  
PHONE (818) 225-9040  
CELL (818) 968-0790  
FAX (818) 225-9042



Activity Status:	Done	Activity Updated:	1/28/08 04:48PM
Activity Type	Customer's Attorney	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/28/08 04:34PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	signed settlement		

Note Created: 1/28/08 04:35PM      Note Created By: McDonald, Nancy      Note Type: Customer's Attorney



Customer Service Request Detail # 200801100972

-----  
From: Danny Carnevale [mailto:starrlawdaniel@yahoo.com]  
Sent: Monday, January 28, 2008 4:30 PM  
To: McDonald Nancy V4-US-A-51  
Subject: Re: Gagik [REDACTED]

Please see attached settlement agreement for the above mentioned client.

DANIEL CARNEVALE  
LAW OFFICE OF ROBERT L. STARR  
23277 Ventura Blvd  
Woodland Hills, CA 91364  
PHONE (818) 225-9040  
CELL (818) 968-0790  
FAX (818) 225-9042

THIS MESSAGE IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY TO WHICH IT IS ADDRESSED AND MAY CONTAIN INFORMATION THAT IS PRIVILEGED, CONFIDENTIAL AND EXEMPT FROM DISCLOSURE UNDER APPLICABLE LAW. If the reader of this message is not the intended recipient or agent responsible for delivering the message to the intended recipient, you are hereby notified that any dissemination or copying of this communication is strictly prohibited. If you have received this electronic transmission in error, please delete it from your system without copying it, and notify the sender by reply e-mail or by calling [REDACTED] so that our address record can be corrected. Thank you.

PLEASE NOTE: Please state clearly in your comments or voice mail messages if you would like to be called from a phone line that is not being recorded

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

Activity Status:	Done	Activity Updated:	1/28/08 04:50PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/28/08 04:48PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email w/settlement to ISG		

Note Created: 1/28/08 04:48PM

Note Created By: McDonald, Nancy

Note Type: Corporate Interaction



Customer Service Request Detail # 200801100972

From: McDonald Nancy, V4-US-A-51  
Sent: Monday, January 28, 2008 4:48 PM  
To: 'ehickman@impartialservices.com'  
Cc: Fashola Tom, V4-US-V-3-C  
Subject: Gagik [REDACTED] Center BMW

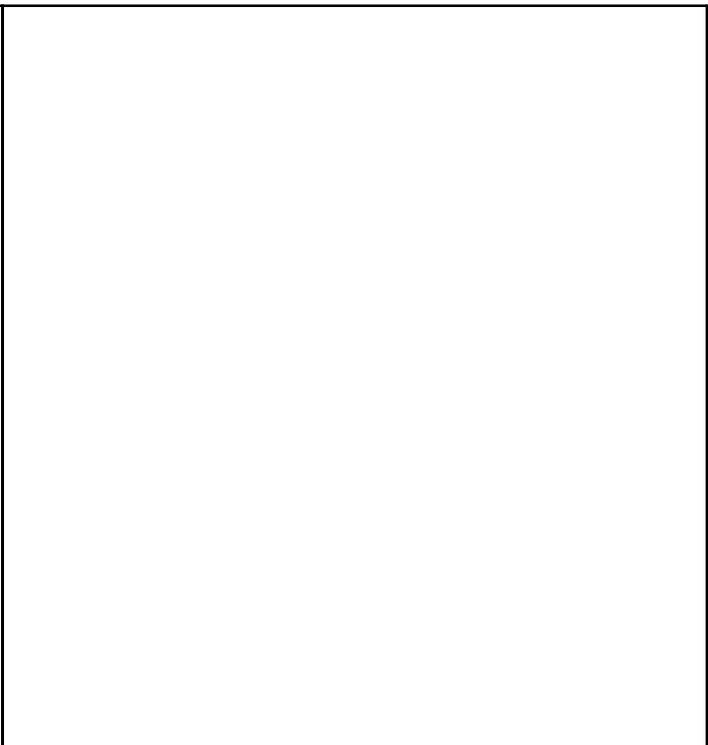
Emma

Attached is the signed settlement and package for the above customer.  
Repurchase due to air bag issues. Please let me know when the  
surrender has taken place, thanks

Sincerely,

Nancy McDonald  
Customer Relations & Service

Telephone:  
201-263-8225  
800-831-1117 ext 8225  
Fax:  
201-930-8484  
Mailing Address:  
PO Box 1227  
Westwood, NJ 07675-1227



Activity Status:	Done	Activity Updated:	1/31/08 08:12AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	1/31/08 08:11AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 1/31/08 08:11AM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction



Customer Service Request Detail # 200801100972

nt: Wednesday, January 30, 2008 6:07 PM  
To: Fashola Tom, V4-US-V-3-C  
Cc: Soto Leslie, (T); McDonald Nancy, V4-US-A-51;  
tmckee@impartialservices.com; MLohr@impartialservices.com  
Subject: Check Request Needing Approval - CR50050 - Aroutionian

(See attached file: [REDACTED].tif)

Thank You!

Emma Hickman  
Import Coordinator  
Impartial Services Group  
2777 Stemmons Frwy, Suite 1425  
Dallas, TX 75207  
1-800-215-6230 x 519  
214-634-2262 fax  
ehickman@impartialservices.com

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Activity Status:	Done	Activity Updated:	2/1/08 02:35PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/1/08 02:35PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from region		

Note Created: 2/1/08 02:35PM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction

From: Fashola Tom, V4-US-V-3-C  
Sent: Friday, February 01, 2008 2:32 PM  
To: ehickman@impartialservices.com  
Cc: Soto Leslie, (T); McDonald Nancy, V4-US-A-51;  
tmckee@impartialservices.com; MLohr@impartialservices.com  
Subject: RE: Check Request Needing Approval - CR50050 - Aroutionian

Check request approved, please submit to ISG accounting for processing.

Regards,



Customer Service Request Detail # 200801100972

Activity Status:	Done	Activity Updated:	2/5/08 04:03PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/5/08 04:03PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 2/5/08 04:03PM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction

From: TArnold@impartialservices.com  
[mailto:TArnold@impartialservices.com] On Behalf Of  
noreply@impartialservices.com  
Sent: Tuesday, February 05, 2008 3:58 PM  
To: ehickman@impartialservices.com  
Cc: Dispatch\_Notify%NCDS@impartialservices.com; Fashola Tom,  
V4-US-V-3-C; McDonald Nancy V4-US-A-51  
Subject: ASSIGNED: Owner-[REDACTED] / Vin#[REDACTED]

The Transfer Agent: Jan Share has been assigned to the above referenced

Activity Status:	Done	Activity Updated:	2/11/08 11:30AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/11/08 11:30AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	file pending surrender date		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	2/12/08 10:25AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/12/08 10:22AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 2/12/08 10:22AM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction

From: TArnold@impartialservices.com  
[mailto:TArnold@impartialservices.com] On Behalf Of  
noreply@impartialservices.com  
Sent: Tuesday, February 12, 2008 10:18 AM  
To: ehickman@impartialservices.com  
Cc: Dispatch\_Notify%NCDS@impartialservices.com; Fashola Tom,  
V4-US-V-3-C; McDonald Nancy V4-US-A-51  
Subject: MEETING SET: Owner-[REDACTED] / Vin#[REDACTED]

The above referenced vehicle surrender will be completed on 2/19/2008, 10:00 AM at CENTER BMW/04355.



Customer Service Request Detail # 200801100972

Activity Status:	Done	Activity Updated:	2/19/08 08:55AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/19/08 08:55AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	file pending surrender		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	2/20/08 01:49PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/20/08 01:49PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to ISG		

Note Created: 2/20/08 01:49PM	Note Created By: McDonald, Nancy	Note Type: Corporate Interaction
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<p>From: McDonald Nancy, V4-US-A-51                  Sent: Wednesday, February 20, 2008 1:49 PM                  To: 'ehickman@impartialservices.com'                  Cc: 'tmckee@impartialservices.com'                  Subject: FW: MEETING SET: Owner [REDACTED] / Vin# [REDACTED]</p> <p>Was this surrender completed?                  Nancy</p>	
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Activity Status:	Done	Activity Updated:	2/21/08 08:37AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/21/08 08:37AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 2/21/08 08:37AM	Note Created By: McDonald, Nancy	Note Type: Corporate Interaction
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Customer Service Request Detail # 200801100972

From: ehickman@impartialservices.com  
[mailto:ehickman@impartialservices.com]  
Sent: Wednesday, February 20, 2008 6:35 PM  
To: McDonald Nancy, V4-US-A-51  
Cc: tmckee@impartialservices.com  
Subject: Fw: MEETING SET: Owner [REDACTED] / Vin# [REDACTED]

Hello Nancy,

I have left a voice mail for the agent requesting a call back to confirm the status. I will let you know.

Thank You!

Emma Hickman  
Import Coordinator  
Impartial Services Group  
2777 Stemmons Frwy, Suite 1425  
Dallas, TX 75207  
1-800-215-6230 x 519  
214-634-2262 fax  
ehickman@impartialservices.com

Activity Status:	Done	Activity Updated:	2/21/08 12:23PM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/21/08 12:22PM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 2/21/08 12:22PM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction

-----  
From: TArnold@impartialservices.com  
[mailto:TArnold@impartialservices.com] On Behalf Of  
noreply@impartialservices.com  
Sent: Thursday, February 21, 2008 11:53 AM  
To: ehickman@impartialservices.com  
Cc: Dispatch\_Notify%NCDS@impartialservices.com; Fashola Tom,  
V4-US-V-3-C; McDonald Nancy, V4-US-A-51  
Subject: MEETING SET: Owner= [REDACTED] / Vin# [REDACTED]

The above referenced vehicle surrender will be completed on 2/21/2008,  
04:00 PM at CENTER BMW/04355.

Activity Status:	Done	Activity Updated:	2/25/08 10:07AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/25/08 10:06AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email to ISG		

Note Created: 2/25/08 10:07AM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction



Customer Service Request Detail # 200801100972

From: McDonald Nancy, V4-US-A-51  
Sent: Monday, February 25, 2008 10:07 AM  
To: 'ehickman@impartialservices.com'  
Cc: tmckee@impartialservices.com  
Subject: FW: MEETING SET: Owner=[REDACTED] / Vin#[REDACTED]

Emma

Was the surrender completed?

Nancy

Activity Status:	Done	Activity Updated:	2/26/08 08:17AM
Activity Type	Corporate Interaction	Activity Updated By:	McDonald, Nancy
Activity Assigned To:	McDonald, Nancy	Email From:	
Activity Created:	2/26/08 08:17AM	Email To:	
Activity Created By:	McDonald, Nancy		
Activity Description:	email from ISG		

Note Created: 2/26/08 08:17AM      Note Created By: McDonald, Nancy      Note Type: Corporate Interaction

-----  
From: TArnold@impartialservices.com  
[mailto:TArnold@impartialservices.com] On Behalf Of  
noreply@impartialservices.com  
Sent: Monday, February 25, 2008 6:23 PM  
To: ehickman@impartialservices.com  
Cc: Dispatch\_Notify%NCDS@impartialservices.com; Fashola Tom,  
V4-US-V-3-C; McDonald Nancy, V4-US-A-51  
Subject: MEETING COMPLETE: Owner=[REDACTED] / Vin#[REDACTED]

The above referenced vehicle surrender was completed on 2/21/2008 at  
CENTER BMW/04355.



Customer Service Request Detail # 200802902760

**Customer**

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

**Service Request**

Service Request #:	200802902760
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	1/29/08 02:51PM
Created By:	Bobo, DeAnne
Rep Assigned:	Bobo, DeAnne
Date Assigned:	1/29/08 02:51PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/29/08 02:52PM
Close Rep:	Bobo, DeAnne
Issue Note:	alarm going off cust wanted info on turning off.

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	650i Convertible
Mileage:	
Sale:	3/12/07 12:00AM
In Service Date:	3/12/07 12:00AM
Production Date:	11/16/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
BMW Assist was going to contact Beverly Hills BMW as writer could not provide further tech info

**Attachments**

File Name	Comments



Customer Service Request Detail # 200802902760

Activity Status:	Done	Activity Updated:	1/29/08 02:51PM
Activity Type	Customer Interaction	Activity Updated By:	Bobo, DeAnne
Activity Assigned To:	Bobo, DeAnne	Email From:	
Activity Created:	1/29/08 02:51PM	Email To:	
Activity Created By:	Bobo, DeAnne		
Activity Description:	alarm going off cust wanted info on turning off.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200809904218

**Customer**

Name: Mr. Thomas [REDACTED]  
 Preferred Communication Method:  
 Work #:  
 Home #:  
 Cell #:  
 Street Address:  
 Apt/Ste:  
 City/State/Zip: Town And Country, MO [REDACTED]

**Service Request**

Service Request #: 200809904218  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 4/8/08 07:26PM  
 Created By: Bogdanovitch, Jason  
 Rep Assigned: Bogdanovitch, Jason  
 Date Assigned: 4/8/08 07:26PM  
 Assigned Dealer: Newbold BMW  
 Identified Dealer: Newbold BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 4/18/08 06:11PM  
 Close Rep: Bogdanovitch, Jason  
 Issue Note: Customer still having issues.

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2007  
 Model: 650i Convertible  
 Mileage: 10,000  
 Sale: 11/4/06 12:00AM  
 In Service Date: 11/4/06 12:00AM  
 Production Date: 9/28/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV40	IDRIVE CONTACT	BMW ASSIST	BE02	IDRIVE FUNCTION - BMW SERVICE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Sm advised will set up a RTE appointment. He will call the customer. Possibly look into compensation.
RTE is involved Mike Hardy. Compensation will be provided.
Sm advised will set up a RTE appointment. He will call the customer. Possibly look into compensation.

**Attachments**

File Name	Comments



Customer Service Request Detail # 200809904218

Activity Status:	Done	Activity Updated:	4/8/08 07:46PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/8/08 07:27PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer still having issues.		

Note Created: 4/8/08 07:28PM      Note Created By: Bogdanovitch, Jason      Note Type: Customer Interaction

The issue is the i-drive shuts down. No radio, no phone, nothing occurs. Now he has satellite Radio issues. The issue is sporadic. The issue took three weeks to happen again. The satellite issue-there is 12 presets that are blank.

The customer is requesting a call from the RTE. Mike Hardy is the BMW NA rep. that responded last time.

stts that Suntrup has attempted to repair his issue twice since November and he feels same issue is occurring. Customer would like for issue to be addressed once and for all by Newbold. Cust. stts he hasn't spoken with anyone at Newbold as of yet. Writer advsd cust. I would speak with SM at dlr. to have him contact customer to resolve issue.

The customer advised the vehicle has been in for service for two weeks. DD 15 per the customer.

Darren Stowers from Plaza Motors was there when the issue occurred in his vehicle.

He does not like this vehicle.

ret # [REDACTED]

Activity Status:	Done	Activity Updated:	4/9/08 06:00PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/9/08 05:58PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Sm advised will set up a RTE appointment. He will call the customer. Possibly look into compensation.		

Note Created:      Note Created By:      Note Type:

Activity Status:	Done	Activity Updated:	4/11/08 08:12PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/11/08 08:08PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer has not heard from the SM yet. He is not happy with BMW communication.		



Customer Service Request Detail # 200809904218

Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/11/08 08:14PM		
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason	Email From:			
Activity Created:	4/11/08 08:13PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Left The Sm a vm regarding lack of contact. Jeff Bauser				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/14/08 06:32PM		
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason	Email From:			
Activity Created:	4/14/08 06:32PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Left Jeff Bauser Sm a vm regarding customer's concerns				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/15/08 06:06PM		
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason	Email From:			
Activity Created:	4/15/08 06:06PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Left Jeff Bauser a vm again regarding customer's concerns.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/15/08 06:32PM		
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason	Email From:			
Activity Created:	4/15/08 06:32PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Spoke to Jeff Bauser SM advised that Customer will get a call from Blaine				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/17/08 06:15PM		
Activity Type	General	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	NET, DCS	Email From:			
Activity Created:	4/16/08 02:39PM	Email To:			
Activity Created By:	NET, DCS				
Activity Description:	Dealer Created Activity				



Customer Service Request Detail # 200809904218

Note Created: 4/16/08 02:39PM		Note Created By: NET, DCS		Note Type: Dealer Interaction	
Viewed Service Request information: Dealer 36688 on Wed Apr 16 14:39:31 EDT 2008					
Activity Status:	Done	Activity Updated:	4/17/08 05:43PM		
Activity Type	Customer Interaction	Activity Updated By:	Noma, Masana		
Activity Assigned To:	Noma, Masana		Email From:		
Activity Created:	4/17/08 05:43PM	Email To:			
Activity Created By:	Noma, Masana				
Activity Description:	cci for Jason. Adv Jason is not available. Writer adv email will be sent to Jason to adv cust called.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/17/08 05:45PM		
Activity Type	Corporate Interaction	Activity Updated By:	Noma, Masana		
Activity Assigned To:	Noma, Masana		Email From:		
Activity Created:	4/17/08 05:45PM	Email To:			
Activity Created By:	Noma, Masana				
Activity Description:	Emailed Jason to adv cust called and LM on his VM.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/17/08 06:15PM		
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason		Email From:		
Activity Created:	4/17/08 06:11PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Sm advised has left 4 messages with customer's assistant at work. Was advised that he would call back in 15 min. Customer has not called him.				
Note Created:		Note Created By:		Note Type:	
Activity Status:	Done	Activity Updated:	4/18/08 06:10PM		
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason		
Activity Assigned To:	Bogdanovitch, Jason		Email From:		
Activity Created:	4/18/08 06:02PM	Email To:			
Activity Created By:	Bogdanovitch, Jason				
Activity Description:	Customer called about the communication				
Note Created:		Note Created By:		Note Type:	



Customer Service Request Detail # 200809904218

Activity Status:	Done	Activity Updated:	4/18/08 06:08PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	4/18/08 06:08PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer adv that Blain called him yesterday.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200815100908

**Customer**

Name: Mr. Robert [REDACTED]  
 Preferred Communication Method: [REDACTED]  
 Work #: [REDACTED]  
 Home #: [REDACTED]  
 Cell #: [REDACTED]  
 Street Address: [REDACTED]  
 Apt/Ste: [REDACTED]  
 City/State/Zip: Chevy Chase, MD [REDACTED]

**Service Request**

Service Request #: 200815100908  
 Brand: BMW  
 Type: Inquiry  
 Current Status: Closed  
 Date Opened: 5/30/08 10:58AM  
 Created By: Barrowclough, Sandee  
 Rep Assigned: Murphy-McNamara, Melissa  
 Date Assigned: 5/30/08 11:03AM  
 Assigned Dealer:  
 Identified Dealer:  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 6/23/08 04:48PM  
 Close Rep: Murphy-McNamara, Melissa  
 Issue Note: AUDIO FAILURE/NO SOUND. ID 15814196

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2006  
 Model: 650i Convertible  
 Mileage:  
 Sale: 2/22/06 12:00AM  
 In Service Date: 2/22/06 12:00AM  
 Production Date: 12/20/05 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Dealer scheduled an appointment

**Attachments**

File Name	Comments



Customer Service Request Detail # 200815100908

Activity Status:	Done	Activity Updated:	5/30/08 01:22PM
Activity Type	Inquiry	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	5/30/08 10:58AM	Email To:	
Activity Created By:	Barrowclough, Sandee		
Activity Description:	AUDIO FAILURE/NO SOUND. ID 15814196		

Note Created:	5/30/08 10:59AM	Note Created By:	Barrowclough, Sandee	Note Type:	Inquiry
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<http://www.bimmerfest.com/forums/showpost.php?p=3284755&postcount=1>

Activity Status:	Done	Activity Updated:	5/30/08 11:00AM
Activity Type	General	Activity Updated By:	Barrowclough, Sandee
Activity Assigned To:	Barrowclough, Sandee	Email From:	
Activity Created:	5/30/08 10:59AM	Email To:	
Activity Created By:	Barrowclough, Sandee		
Activity Description:	POSTED F/U		

Note Created:	5/30/08 10:59AM	Note Created By:	Barrowclough, Sandee	Note Type:	General
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<http://www.bimmerfest.com/forums/showthread.php?p=3290895#post3290895>

Activity Status:	Done	Activity Updated:	5/30/08 01:23PM
Activity Type	General	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	5/30/08 01:23PM	Email To:	
Activity Created By:	Murphy-McNamara, Melissa		
Activity Description:	reviewing case.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	6/3/08 03:37PM
Activity Type	Customer Interaction	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	6/3/08 03:37PM	Email To:	
Activity Created By:	Murphy-McNamara, Melissa		
Activity Description:	Spoke to the customer. HE stated that he loves his car, however the issues with the radio and general audio/bluetooth are ongoing.		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	6/3/08 03:38PM
Activity Type	Dealer Interaction	Activity Updated By:	Murphy-McNamara, Melissa
Activity Assigned To:	Murphy-McNamara, Melissa	Email From:	
Activity Created:	6/3/08 03:38PM	Email To:	
Activity Created By:	Murphy-McNamara, Melissa		
Activity Description:	spoke to Joe Diss, the svc advisor. He std that he will call customer and have him bring the car in. Will refer to SI B65 18 07 for poss fix.		

Note Created:		Note Created By:		Note Type:	
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Customer Service Request Detail # 200815100908

Activity Status: Done				Activity Updated: 6/10/08 05:00PM	
Activity Type: Customer Interaction		Activity Updated By: Murphy-McNamara, Melissa			
Activity Assigned To: Murphy-McNamara, Melissa		Email From:			
Activity Created: 6/10/08 05:00PM		Email To:			
Activity Created By: Murphy-McNamara, Melissa					
Activity Description: gift					
Note Created:		Note Created By:		Note Type:	
Activity Status: Done				Activity Updated: 6/12/08 04:34PM	
Activity Type: Dealer Interaction		Activity Updated By: Murphy-McNamara, Melissa			
Activity Assigned To: Murphy-McNamara, Melissa		Email From:			
Activity Created: 6/12/08 04:34PM		Email To:			
Activity Created By: Murphy-McNamara, Melissa					
Activity Description: left message					
Note Created:		Note Created By:		Note Type:	



Customer Service Request Detail # S00801802134

**Customer**

Name: Mr George L [REDACTED]  
 Preferred Communication Method:  
 Work #:  
 Home #:  
 Cell #:  
 Street Address:  
 Apt/Ste:  
 City/State/Zip: MIRAMAR BEACH, FL [REDACTED]

**Service Request**

Service Request #: S00801802134  
 Brand: BMW  
 Type: iSky  
 Current Status: Closed  
 Date Opened: 1/18/08 01:00AM  
 Created By: ISKY, AAARA  
 Rep Assigned: ISKY, AAARA  
 Date Assigned: 1/18/08 01:00AM  
 Assigned Dealer:  
 Identified Dealer: Quality BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/28/08 03:07AM  
 Close Rep: GenSurvey, fm  
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2006  
 Model: 650i Convertible  
 Mileage:  
 Sale: 5/10/06 12:00AM  
 In Service Date: 5/10/06 12:00AM  
 Production Date: 3/16/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00801802134

Activity Status:	Done	Activity Updated:	1/18/08 01:00AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/18/08 01:00AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/18/08 01:00AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055026845542  
Survey Type: Phone  
Dealer Code: 56868  
Service Advisor SSN: 8123  
Service Advisor Cust Pay Code: 391  
Service Advisor First Name: Nathan  
Service Advisor Last Name: Stippich  
Service Tech SSN: 7302  
Service Tech Cust Pay Code: 395  
Service Tech First Name: Christian  
Service Tech Last Name: Schenkel  
Repair Date: 12/11/2007  
Customer Salutation:  
Customer First Name: George  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone:  
VIN 17: WBAEK134360 [REDACTED]  
VIN 7: CN78201  
Invoice Number/RO Number: 704236  
Call Disposition Code: CMP  
Call Date: 01/12/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 50  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 50  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 100  
Q4 Explanation of work performed  
Unadjusted Q4 Score:  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score:  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED IT TOOK TOO LONG TO  
FIX IT DUE TO THE VEHICLE ITSELF. HE MAY NEVER PURCHASE  
ANOTHER BMW. HE WENT TO THE GENERAL MANAGER AND HE  
WAS NO HELP AND DID NOT EXPRESS ANY CONCERN. THE  
GENERAL MANAGER WAS VERY DEFENSIVE. TWO A/C'S HAVE  
GONE OUT IN HI



Customer Service Request Detail # S00801802134

Activity Status:	Done	Activity Updated:	1/21/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/21/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/28/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00801803745

**Customer**

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

**Service Request**

Service Request #:	S00801803745
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	1/18/08 01:30AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	1/18/08 01:30AM
Assigned Dealer:	
Identified Dealer:	BMW of Fremont (AutoNation BMW of F
Date Resolved:	
Resolve Rep:	
Date Closed:	1/28/08 03:07AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	650i Convertible
Mileage:	
Sale:	8/24/07 12:00AM
In Service Date:	2/4/06 12:00AM
Production Date:	12/15/05 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00801803745

Activity Status:	Done	Activity Updated:	1/18/08 01:30AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/18/08 01:30AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/18/08 01:30AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey  
iSky Survey Id: 055027064669  
Survey Type: Phone  
Dealer Code: 24856  
Service Advisor SSN: 9656  
Service Advisor Cust Pay Code: 1753  
Service Advisor First Name: ANTHONY  
Service Advisor Last Name: PIETRONAVE  
Service Tech SSN: 4471  
Service Tech Cust Pay Code: 1751  
Service Tech First Name: RYAN  
Service Tech Last Name: PERRY  
Repair Date: 12/12/2007  
Customer Salutation:  
Customer First Name: Ronald  
Customer Last Name: [REDACTED]  
Customer Middle Name: Q  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: WBAEK1343 [REDACTED]  
VIN 7: CN76769  
Invoice Number/RO Number: 197485  
Call Disposition Code: CMP  
Call Date: 01/14/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 25  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 25  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 25  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 25  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 75  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE DESIRES A CALL FROM BMW NA AT 408 757 6242 AFTER 8 AM BECAUSE OF THE PROBLEM WITH DRIVING OVER 30 MILES TO BMW OF FREMONT BOTH WAYS FOR REPAIR AND NOW HE HAS TO GO BACK. HE IS DISAPPOINTED BECAUSE HE WENT IN TO LOOK AT THE USED BMW'S

[REDACTED]



Customer Service Request Detail # S00801803745

Activity Status:	Done	Activity Updated:	1/21/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/21/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code s		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/25/08 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Capossela, Korrine
Activity Assigned To:	Capossela, Korrine	Email From:	
Activity Created:	1/25/08 04:38PM	Email To:	
Activity Created By:	Capossela, Korrine		
Activity Description:	Left message with 3rd party male.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/28/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 03		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00802106091

**Customer**

Name: Mr Ronald [REDACTED]  
 Preferred Communication Method:  
 Work #: 7 [REDACTED]  
 Home #: [REDACTED]  
 Cell #:  
 Street Address: [REDACTED]  
 Apt/Ste:  
 City/State/Zip: CARLSBAD, CA [REDACTED]

**Service Request**

Service Request #: S00802106091  
 Brand: BMW  
 Type: iSky  
 Current Status: Closed  
 Date Opened: 1/21/08 06:23AM  
 Created By: ISKY, AAARA  
 Rep Assigned: ISKY, AAARA  
 Date Assigned: 1/21/08 06:23AM  
 Assigned Dealer:  
 Identified Dealer: Brecht BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 1/28/08 03:16AM  
 Close Rep: GenSurvey, fm  
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2007  
 Model: 650i Coupe  
 Mileage:  
 Sale: 11/29/07 12:00AM  
 In Service Date: 11/29/07 12:00AM  
 Production Date: 3/2/07 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00802106091

Activity Status:	Done	Activity Updated:	1/21/08 06:23AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/21/08 06:23AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/21/08 06:23AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey  
iSky Survey Id: 055027103459  
Survey Type: Phone  
Dealer Code: 16483  
Service Advisor SSN: 2313  
Service Advisor Cust Pay Code: 657  
Service Advisor First Name: JOHN  
Service Advisor Last Name: COONS  
Service Tech SSN: 5827  
Service Tech Cust Pay Code: 127  
Service Tech First Name: TYLER  
Service Tech Last Name: JACKSON  
Repair Date: 01/02/2008  
Customer Salutation:  
Customer First Name: Ron  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone:  
VIN 17: WBAEH135270 [REDACTED]  
VIN 7: CR52564  
Invoice Number/RO Number: 042665  
Call Disposition Code: CMP  
Call Date: 01/16/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 100  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 100  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 100  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED THEY HAD IT CONNECTED TO THE INTERNET FOR A WEEK TO TROUBLESHOOT THE PROBLEM. AFTER A WEEK OF THAT WITH GERMANY, THEY CAME TO THE CONCLUSION IT NEEDED A NEW DVD. HE SAID HE WAS A LITTLE SCARED AND WORRIED THAT THE DVD PLAYER CAN COMPLICATE THE RUNNIN



Customer Service Request Detail # S00802106091

Activity Status:	Done	Activity Updated:	1/23/08 03:01AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/23/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	1/28/08 03:16AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:16AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00806500565

**Customer**

Name:	Dr. Manuel [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	
City/State/Zip:	MERCEDITA, PR [REDACTED]

**Service Request**

Service Request #:	S00806500565
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	3/5/08 12:39AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	3/5/08 12:39AM
Assigned Dealer:	
Identified Dealer:	Autogermana BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	3/10/08 03:07AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	650i Convertible
Mileage:	
Sale:	10/2/06 12:00AM
In Service Date:	10/2/06 12:00AM
Production Date:	2/28/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	ENGINE - GENERAL	1000	ENGINE - GENERAL
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	HEATING & A/C - SYSTEMS	6400	HEATING & A/C - SYSTEMS

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00806500565

Activity Status:	Done	Activity Updated:	3/5/08 12:39AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/5/08 12:39AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/5/08 12:39AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027785579  
Survey Type: Phone  
Dealer Code: 10742  
Service Advisor SSN: 7170  
Service Advisor Cust Pay Code: 7170  
Service Advisor First Name: Yarida  
Service Advisor Last Name: Rosado  
Service Tech SSN: 9499  
Service Tech Cust Pay Code: 9499  
Service Tech First Name: Reynaldo  
Service Tech Last Name: Cortes  
Repair Date: 02/22/2008  
Customer Salutation:  
Customer First Name: Carlos  
Customer Last Name: [REDACTED]  
Customer Middle Name: A  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: WBAEK134060 [REDACTED]  
VIN 7: CN77930  
Invoice Number/RO Number: 164043  
Call Disposition Code: CMP  
Call Date: 02/29/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 0  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 50  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 0  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 0  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 0  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE IS VERY DISSATISFIED WITH THE VEHICLE. IT HAS BEEN IN FOR NINE TIMES. THE PROBLEMS INCLUDE CHANGING THE MOTOR, AC, DIRECTION, AND RADIO. SOMETIMES FOR THESE PROBLEMS HE HAS TAKEN IT TWICE FOR THE SAME THINGS. HE ONLY HAS PURCHAS



Customer Service Request Detail # S00806500565

Activity Status:	Done	Activity Updated:	3/7/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/7/08 03:02AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code q		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/10/08 03:07AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/10/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code q		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00808000555

**Customer**

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

**Service Request**

Service Request #: S00808000555  
 Brand: BMW  
 Type: iSky  
 Current Status: Closed  
 Date Opened: 3/20/08 12:36AM  
 Created By: ISKY, AAARA  
 Rep Assigned: ISKY, AAARA  
 Date Assigned: 3/20/08 12:36AM  
 Assigned Dealer:  
 Identified Dealer: Peter Pan BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 3/26/08 03:03AM  
 Close Rep: GenSurvey, fm  
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2006  
 Model: 650i Convertible  
 Mileage:  
 Sale: 2/20/06 12:00AM  
 In Service Date: 2/20/06 12:00AM  
 Production Date: 12/15/05 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00808000555

Activity Status:	Done	Activity Updated:	3/20/08 12:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/20/08 12:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/20/08 12:36AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027846952  
Survey Type: Phone  
Dealer Code: 04251  
Service Advisor SSN: 4198  
Service Advisor Cust Pay Code: 243  
Service Advisor First Name: Jordan  
Service Advisor Last Name: Carrick  
Service Tech SSN: 0812  
Service Tech Cust Pay Code: 192  
Service Tech First Name: ED  
Service Tech Last Name: MAAK  
Repair Date: 02/28/2008  
Customer Salutation:  
Customer First Name: Ofer  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: WBAEK134360 [REDACTED]  
VIN 7: CN76772  
Invoice Number/RO Number: 344325A  
Call Disposition Code: CMP  
Call Date: 03/13/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 75  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 50  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 75  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER WOULD LIKE A CALL FROM BMW  
NA. CUSTOMER STATED HE WAS NOT SATISFIED BECAUSE HE  
HAS HAD SEVERAL PROBLEMS WITH THE SERVICE AT THE  
CENTER. HE HAS HAD MORE PROBLEMS WITH HIS VEHICLE THAN  
HE HAS HAD WITH HIS DAUGHTER'S 325I THAT HE PAID \$25,000  
FOR. HE SAID



Customer Service Request Detail # S00808000555

Activity Status:	Done	Activity Updated:	3/24/08 03:07AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/24/08 03:07AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/25/08 05:00PM
Activity Type	Customer Interaction	Activity Updated By:	Davis, Allison
Activity Assigned To:	Davis, Allison	Email From:	
Activity Created:	3/25/08 05:00PM	Email To:	
Activity Created By:	Davis, Allison		
Activity Description:	Left Voice Mail		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/26/08 03:03AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code 09		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00808005308

**Customer**

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

**Service Request**

Service Request #: S00808005308  
 Brand: BMW  
 Type: iSky  
 Current Status: Closed  
 Date Opened: 3/20/08 02:04AM  
 Created By: ISKY, AAARA  
 Rep Assigned: Wood, Amber  
 Date Assigned: 3/27/08 04:51PM  
 Assigned Dealer:  
 Identified Dealer: Irvine BMW  
 Date Resolved:  
 Resolve Rep:  
 Date Closed: 4/4/08 03:32PM  
 Close Rep: Wood, Amber  
 Issue Note: upset that he paid for RTTI and it doesn't work

**Vehicle**

Chassis # (US): C [REDACTED]  
 Chassis # (Non - US):  
 Year: 2007  
 Model: 650i Coupe  
 Mileage:  
 Sale:  
 In Service Date:  
 Production Date: 11/27/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

**Solution Notes**

Solution
apologized that vehicle does not have RTTI.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00808005308

Activity Status:	Done	Activity Updated:	3/20/08 02:04AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	3/20/08 02:04AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 3/20/08 02:04AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey  
iSky Survey Id: 055027693590  
Survey Type: Phone  
Dealer Code: 21188  
Service Advisor SSN: 4772  
Service Advisor Cust Pay Code: 601  
Service Advisor First Name: RICHARD  
Service Advisor Last Name: TOUMAYAN  
Service Tech SSN: 9628  
Service Tech Cust Pay Code: 742  
Service Tech First Name: JUSTIN  
Service Tech Last Name: LEE  
Repair Date: 02/16/2008  
Customer Salutation:  
Customer First Name: Charles  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
VIN 17: WBAERT3557C [REDACTED]  
VIN 7: CR52011  
Invoice Number/RO Number: 339386  
Call Disposition Code: CMP  
Call Date: 03/13/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 100  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 100  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 50  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE HAS AN ISSUE THAT HAS BEEN ONGOING FOR MORE THAN ONE YEAR NOW. WHEN HE PURCHASED THE VEHICLE, THE ACTUAL MANUFACTURER STICKER LISTS SIRIUS SATELLITE RADIO, HD RADIO AND REAL TIME TRAFFIC WORKING WITH THE VEHICLE. HE PAID \$500 FOR SERV



Customer Service Request Detail # S00808005308

Activity Status:	Done	Activity Updated:	3/26/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	3/26/08 03:05AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code f		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/27/08 04:52PM
Activity Type	Customer Interaction	Activity Updated By:	Wood, Amber
Activity Assigned To:	Wood, Amber	Email From:	
Activity Created:	3/27/08 04:46PM	Email To:	
Activity Created By:	Wood, Amber		
Activity Description:	spoke with customer (714)335-9558		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00811906867

**Customer**

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

**Service Request**

Service Request #:	S00811906867
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	4/28/08 12:36PM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	4/28/08 12:36PM
Assigned Dealer:	
Identified Dealer:	Elmhurst BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/16/08 03:01AM
Close Rep:	GenSurvey, fm
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	650i Coupe
Mileage:	
Sale:	5/4/07 12:00AM
In Service Date:	5/4/07 12:00AM
Production Date:	2/2/07 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows

**Solution Notes**

Solution
Satisfied call attempts. iSky survey closed.

**Attachments**

File Name	Comments



Customer Service Request Detail # S00811906867

Activity Status:	Done	Activity Updated:	4/28/08 12:36PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 12:36PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 12:36PM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey  
iSky Survey Id: 055028178005  
Survey Type:  
Dealer Code:  
Service Advisor SSN: 9954  
Service Advisor Cust Pay Code: 4  
Service Advisor First Name: BROOKE  
Service Advisor Last Name: RANGER  
Service Tech SSN: 5005  
Service Tech Cust Pay Code: 191  
Service Tech First Name: MANUEL  
Service Tech Last Name: SORIANO  
Repair Date: 03/20/2008  
Customer Salutation:  
Customer First Name: Chemsian  
Customer Last Name: [REDACTED]  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: WBAEH135770 [REDACTED]  
VIN 7: CR52401  
Invoice Number/RO Number: 120020  
Call Disposition Code: CMP  
Call Date: 04/17/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score:  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 100  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 0  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 100  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score: 0  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED HE WOULD LIKE BMW OF NORTH AMERICA TO CONTACT HIM AS SOON AS POSSIBLE. HE WAS NOT HAPPY WITH THE SERVICE BECAUSE THE PROBLEM WAS NOT FIXED. THERE IS A BUZZING NOISE COMING FROM THE DRIVER'S SIDE SPEAKER AND THE FRONT CONSOLE.  
Unadjusted Q1a Answer:  
...  
...



Customer Service Request Detail # S00811906867

... Unadjust		...	
Activity Status:	Done	Activity Updated:	4/30/08 03:06AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	4/30/08 03:06AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/14/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/14/08 03:04AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code o		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	5/16/08 03:01AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/16/08 03:01AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #3. Call code o		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00814004836

**Customer**

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

**Service Request**

Service Request #:	S00814004836
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/19/08 02:24AM
Created By:	ISKY, AAARA
Rep Assigned:	DiSalvo, Hank
Date Assigned:	5/20/08 04:53PM
Assigned Dealer:	
Identified Dealer:	Braman BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	6/2/08 06:33PM
Close Rep:	DiSalvo, Hank
Issue Note:	iSky Customer Service Alert. This service request is still open. For details see the open comments.

**Vehicle**

Chassis # (US):	C [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	650i Convertible
Mileage:	
Sale:	7/21/06 12:00AM
In Service Date:	7/21/06 12:00AM
Production Date:	5/17/06 12:00AM

**Code Descriptions**

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SV20	SERVICE MONITOR CONTACT (CRITICAL AL	GENERAL	0035	ISKY DEALER SERVICE ALERT

**Solution Notes**

Solution
wife never called back, closing SR pend poss call back

**Attachments**

File Name	Comments



Customer Service Request Detail # S00814004836

Activity Status:	Done	Activity Updated:	5/19/08 02:24AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/19/08 02:24AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/19/08 02:24AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
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Transaction Reason: New Survey  
iSky Survey Id: 055028707046  
Survey Type: Phone  
Dealer Code: 20626  
Service Advisor SSN: 2537  
Service Advisor Cust Pay Code: 714  
Service Advisor First Name: MARCOS  
Service Advisor Last Name: RODRIGUEZ  
Service Tech SSN: 8517  
Service Tech Cust Pay Code: 107  
Service Tech First Name: TOMAS  
Service Tech Last Name: CASTILLO  
Repair Date: 05/09/2008  
Customer Salutation:  
Customer First Name: Robert  
Customer Last Name: Vole  
Customer Middle Name:  
Customer Suffix:  
Customer AM Phone: [REDACTED]  
Customer PM Phone: [REDACTED]  
VIN 17: WBAEK134X6c [REDACTED]  
VIN 7: CN79099  
Invoice Number/RO Number: 494758  
Call Disposition Code: CMP  
Call Date: 05/14/2008  
Q1 Satisfaction with getting a Service Appointment  
Unadjusted Q1 Score: 0  
Q2 Respectful and courteous treatment  
Unadjusted Q2 Score: 25  
Q3 Agreed-upon work completed by time promised  
Unadjusted Q3 Score: 0  
Q4 Explanation of work performed  
Unadjusted Q4 Score: 75  
Q5 Convenience of drop-off and/or pick-up  
Unadjusted Q5 Score:  
Q6 Quality of work performed  
Unadjusted Q6 Score:  
Q7 Overall Satisfaction  
Unadjusted Q7 Score:  
Q8 Recommend Service Dept to a friend  
Unadjusted Q8 Score:  
Unadjusted Q9 Score:  
Customer Comments: CUSTOMER STATED THE CENTER TREATED HIS WIFE DISRESPECTFULLY WHEN SHE WAS GETTING THE RENTAL. SHE HAD TO WAIT AN HOUR TO GET THE RENTAL. THEY HAVE A TOTAL DISREGARD FOR THE CUSTOMER. THEY TREAT HER LESS THAN JUST A NUMBER. WHEN THEY WENT TO PICK IT UP, IT TO



Customer Service Request Detail # S00814004836

Activity Status:	Done	Activity Updated:	5/20/08 04:55PM
Activity Type	Initial Customer Contact	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	5/20/08 04:52PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	Left message with 3rd party male.		

Note Created:	5/20/08 04:54PM	Note Created By:	DiSalvo, Hank	Note Type:	Initial Customer Contact
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tpm advsd wrong number

Activity Status:	Done	Activity Updated:	5/23/08 02:26PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	5/23/08 02:23PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	left vm on work number		

Note Created:		Note Created By:		Note Type:	
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Activity Status:	Done	Activity Updated:	5/28/08 09:12PM
Activity Type	Customer Interaction	Activity Updated By:	DiSalvo, Hank
Activity Assigned To:	DiSalvo, Hank	Email From:	
Activity Created:	5/28/08 08:39PM	Email To:	
Activity Created By:	DiSalvo, Hank		
Activity Description:	cld cust "robert" at # on survey		

Note Created:	5/28/08 08:44PM	Note Created By:	DiSalvo, Hank	Note Type:	Customer Interaction
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cust was very dissapointed that loaner wasnt provided (had to even sign waiver for rental that she was given), computer screen was altered, veh was retrned dirty and theres been other issues with veh in the past...cust sd that there was even a tube of sun screen that was missing out of veh when it was retrned...cust sd that he was considering a new veh but now hes hesitant on getting one...i advsd cust that hes welcome to try out anothr dealer (doenst have to go back to this one) cust thanked me for follow up call and advsd his wife might want to discss incident as well, i left our number for her to follow up with anymore questions or comments