



Customer Service Request Detail # 200734600553

Customer

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

Service Request

Service Request #:	200734600553
Brand:	BMW
Type:	Customer Update
Current Status:	Closed
Date Opened:	12/12/07 01:40PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	12/12/07 01:40PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	12/12/07 01:42PM
Close Rep:	Coil, Jarrod
Issue Note:	cci with questions on driving exp and logic 7

Vehicle

Chassis # (US):	CX [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	M5 Sedan
Mileage:	
Sale:	6/6/07 12:00AM
In Service Date:	6/6/07 12:00AM
Production Date:	3/6/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
CO35	BMW PERFORMANCE CENTER	BMW DRIVING SCHOOLS	EQ01	BMW DRIVING SCHOOLS
SV06	TECHNICAL ASSISTANCE / INFORMATION	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
adv logic7 standard on M vehicles, provided 800# to M5 Driving Exp,

Attachments

File Name	Comments



Customer Service Request Detail # 200734600553

Activity Status:	Done	Activity Updated:	12/12/07 01:42PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	12/12/07 01:41PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci with questions on driving exp and logic 7		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200808502468

Customer

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

Service Request

Service Request #: 200808502468
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 3/25/08 02:05PM
 Created By: Fitzgibbons, Jeff
 Rep Assigned: Fitzgibbons, Jeff
 Date Assigned: 3/25/08 02:05PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/25/08 02:06PM
 Close Rep: Fitzgibbons, Jeff
 Issue Note: seeking info on Logic 7 capabilities

Vehicle

Chassis # (US): C [REDACTED]
 Chassis # (Non - US):
 Year: 2008
 Model: M5
 Mileage: 100
 Sale: 3/21/08 12:00AM
 In Service Date: 3/21/08 12:00AM
 Production Date: 10/30/07 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
Refd to center to get issue checked

Attachments

File Name	Comments



Customer Service Request Detail # 200808502468

Activity Status:	Done	Activity Updated:	3/25/08 02:05PM
Activity Type	Customer Interaction	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	3/25/08 02:05PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	seeking info on Logic 7 capabilities		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00801902994

Customer

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

Service Request

Service Request #: S00801902994
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 1/19/08 01:08AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 1/19/08 01:08AM
 Assigned Dealer:
 Identified Dealer: Germain BMW of Naples
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/28/08 03:10AM
 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): E [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: M5
 Mileage:
 Sale: 3/4/06 12:00AM
 In Service Date: 3/4/06 12:00AM
 Production Date: 12/7/05 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	TIRES, WHEELS & SPARE	3600	TIRES, WHEELS & SPARE TIRE
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 # S00801902994

Activity Status:	Done	Activity Updated:	1/19/08 01:08AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	1/19/08 01:08AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 1/19/08 01:08AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055027099550
Survey Type: Phone
Dealer Code: 56779
Service Advisor SSN: 8786
Service Advisor Cust Pay Code: 8786
Service Advisor First Name: DONALD
Service Advisor Last Name: HUTTLIN
Service Tech SSN: 4281
Service Tech Cust Pay Code: 4281
Service Tech First Name: DHAYAN
Service Tech Last Name: DEL ROSARIO
Repair Date: 12/19/2007
Customer Salutation:
Customer First Name: [REDACTED]
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBSNB93596E [REDACTED]
VIN 7: E [REDACTED]
Invoice Number/RO Number: 831496
Call Disposition Code: CMP
Call Date: 01/15/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 0
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: 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 DESIRES A CALL FROM BMW NA AT (239) 259-6058. BARBIE DALY ANSWERED. CUSTOMER STATED THE VEHICLE HAD TO GO BACK SEVERAL TIMES FOR THE COMPUTER. THE VEHICLE LOCKED UP AND THE TRANSMISSION HAS BROKEN DOWN. SHE SAID THE TIRES NEED AN ALIGNMENT AL



Customer Service Request Detail # S00801902994

Activity Status:	Done	Activity Updated:	1/23/08 09:27AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/23/08 09:27AM	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 03:10AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/28/08 03:10AM	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 # S00811923298

Customer

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

Service Request

Service Request #: S00811923298
 Brand: BMW
 Type: iSky
 Current Status: Open
 Date Opened: 4/28/08 08:16PM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 4/28/08 08:16PM
 Assigned Dealer:
 Identified Dealer: Classic BMW
 Date Resolved:
 Resolve Rep:
 Date Closed:
 Close Rep: Unspecified, Unspecified
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): E [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: M5
 Mileage:
 Sale: 5/31/06 12:00AM
 In Service Date: 5/31/06 12:00AM
 Production Date: 3/29/06 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
SV29	SERVICE - PRODUCT ISSUE	TRANSMISSION - AUTOMA	2400	TRANSMISSION - AUTOMATIC TRANSMIS
SV29	SERVICE - PRODUCT ISSUE	FRONT SUSPENSION, SHC	3100	FRONT SUSPENSION, SHOCKS, CONTRC

Solution Notes

Solution

Attachments

File Name	Comments



Customer Service Request Detail # S00811923298

Activity Status:	Done	Activity Updated:	4/28/08 08:16PM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	4/28/08 08:16PM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 4/28/08 08:16PM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028443344
Survey Type:
Dealer Code: 42111
Service Advisor SSN: 3739
Service Advisor Cust Pay Code: 2773
Service Advisor First Name: Greg
Service Advisor Last Name: Borchers
Service Tech SSN: 8313
Service Tech Cust Pay Code: 2611
Service Tech First Name: Ryan
Service Tech Last Name: Miller
Repair Date: 04/09/2008
Customer Salutation:
Customer First Name: Sal
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: WBSNB935X6E [REDACTED]
VIN 7: E [REDACTED]
Invoice Number/RO Number: 583722
Call Disposition Code: CMP
Call Date: 04/23/2008
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: 0
Q4 Explanation of work performed
Unadjusted Q4 Score: 25
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 THEY ARE OBJECTIVE IN THEIR FEEDBACK. THE PEOPLE AT THE CENTER ARE NICE AND LISTEN TO WHAT THEY TELL THEM THEY BELIEVE IS WRONG WITH THE VEHICLE. THEY FIXED THINGS WITHOUT ARGUING WITH THEM, YET THE PROBLEMS PERSIST. IT IS EITHER THEIR FAULT, OR THE VEHICLE WA



Customer Service Request Detail # S00811923298

Activity Status:	Done	Activity Updated:	5/1/08 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/1/08 03:05AM	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:	5/26/08 03:04AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/26/08 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: