



Customer Service Request Detail # 200734400169

Customer

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

Service Request

Service Request #: 200734400169
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/10/07 10:04AM
 Created By: Cumella, Anthony
 Rep Assigned: Cumella, Anthony
 Date Assigned: 12/10/07 10:04AM
 Assigned Dealer:
 Identified Dealer: BMW of South Atlanta
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/10/07 10:08AM
 Close Rep: Cumella, Anthony
 Issue Note: Cust veh was wrecked and wire part not avail and no release date. Cust not happy with dealer also

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 Roadster 3.0i
 Mileage:
 Sale: 3/10/07 12:00AM
 In Service Date: 3/10/07 12:00AM
 Production Date: 3/4/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
PT05	PARTS AVAILABILITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
 Cust stts she is done and hung up. Wtr adv complaint will be filed on avail part and dealer treatment

Attachments

File Name	Comments



Customer Service Request Detail # 200734400169

Activity Status:	Done	Activity Updated:	12/10/07 10:08AM
Activity Type	Customer Interaction	Activity Updated By:	Cumella, Anthony
Activity Assigned To:	Cumella, Anthony	Email From:	
Activity Created:	12/10/07 10:05AM	Email To:	
Activity Created By:	Cumella, Anthony		
Activity Description:	Cust veh was wrecked and wire part not avail and no release date. Cust not happy with dealer also. Cust has veh at 3rd party body.		

Note Created: 12/10/07 10:05AM	Note Created By: Cumella, Anthony	Note Type: Customer Interaction
--------------------------------	-----------------------------------	---------------------------------

Cust stts she cant believe that the parts are not avail. Cust was told BMW has to build the veh before release. Wttr offered to call the dealer to check on part and try to help. Cust stts she will never buy another BMW and she is very unhappy we dont stock the parts.	
---	--



Customer Service Request Detail # 200734600198

Customer

Name: Mr Vernon [REDACTED]
 Preferred Communication Method: Cell Phone
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #: [REDACTED]
 Street Address: [REDACTED]
 Apt/Ste: Apt 8
 City/State/Zip: East Boston, MA [REDACTED]

Service Request

Service Request #: 200734600198
 Brand: BMW
 Type: Complaint
 Current Status: Closed
 Date Opened: 12/12/07 10:40AM
 Created By: Mcgrew, Christa
 Rep Assigned: Mcgrew, Christa
 Date Assigned: 12/12/07 10:40AM
 Assigned Dealer: BMW Gallery
 Identified Dealer: BMW Gallery
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/12/07 04:55PM
 Close Rep: Mcgrew, Christa
 Issue Note: Cci sttg that the radio/cd player/Bluetooth will not work some mornings when vehicle is turned on

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 Roadster 3.0i
 Mileage: 3,100
 Sale: 8/25/07 12:00AM
 In Service Date: 8/25/07 12:00AM
 Production Date: 8/17/07 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

Charlie Antonio, SM, is going to contact customer and see if vehicle can be looked at one more time
 Customer is working with the dealer and is going to drop off vehicle for another inspection.

Attachments

File Name	Comments



Customer Service Request Detail # 200734600198

Activity Status:	Done	Activity Updated:	12/12/07 10:42AM
Activity Type	Customer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	12/12/07 10:40AM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	Cci sttg that the radio/cd player/Bluetooth will not work some mornings when vehicle is turned on. wtr to call dlr and see if they can contact customr		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/12/07 10:48AM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	12/12/07 10:42AM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr called to speak with SM, Charles Antonio, who sttd he would call customer and see if vehicle could be brought in again for a PUMA case		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	12/12/07 04:53PM
Activity Type	Dealer Interaction	Activity Updated By:	Mcgrew, Christa
Activity Assigned To:	Mcgrew, Christa	Email From:	
Activity Created:	12/12/07 04:53PM	Email To:	
Activity Created By:	Mcgrew, Christa		
Activity Description:	wtr received phone call from Charlie Antonio, who advsd he contacted the customer and they have made arrangements to bring the vehicle in again		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200735300514

Customer

Name: Mr. Lanny [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address:
 Apt/Ste:
 City/State/Zip: Houston, TX [REDACTED]

Service Request

Service Request #: 200735300514
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 12/19/07 10:20AM
 Created By: Sabo, Melinda
 Rep Assigned: Sabo, Melinda
 Date Assigned: 12/19/07 10:20AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 12/19/07 10:26AM
 Close Rep: Sabo, Melinda
 Issue Note: CD-R will not play in her Radio

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 Roadster 3.0si
 Mileage:
 Sale: 5/26/07 12:00AM
 In Service Date: 5/26/07 12:00AM
 Production Date: 5/8/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
CD-Rs should work - dir. cust. to serv. dept.

Attachments

File Name	Comments



Customer Service Request Detail # 200735300514

Activity Status:	Done	Activity Updated:	12/19/07 10:26AM
Activity Type	Email - Inbound	Activity Updated By:	Sabo, Melinda
Activity Assigned To:	Sabo, Melinda	Email From:	Isalisbury@reliant.com
Activity Created:	12/18/07 09:52PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
		<p>From: Isalisbury@reliant.com Subject: Vehicle Products</p> <p>VIN: 4USBU53557L [REDACTED] ModelYear: 2007 MfgNme: BMW ModelNme: Z4 3.0si Roadster</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email [REDACTED]</p> <p>Comments: I have a business class radio I cannot play a burned cd rom on it what are the limitations on playing burned music on a cdrom Thanks</p> <p>CustomerNo [REDACTED] AccountId: 2 [REDACTED] firstName: I annv [REDACTED] lastName: [REDACTED] UserName: HAIN [REDACTED] formid: 1001 [REDACTED] Vins: WBANE53537C [REDACTED]</p>

Activity Status:	Done	Activity Updated:	12/19/07 10:26AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Sabo, Melinda	Email From:	CustomerRelations@bmwusa.com
Activity Created:	12/19/07 10:20AM	Email To:	Isalisbury@reliant.com
Activity Created By:	Sabo, Melinda		
Activity Description:	Your 2007 BMW Z4 Roadster [1-669408797]		

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



Customer Service Request Detail # 200735300514

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding CD-R usage in your 2007 BMW Z4 Roadster. We appreciate your inquiry.

It is my understanding that you may use burnt CDs or CD-Rs in your vehicle's CD player. BMW engineering recommends recording your CD-Rs at low speeds for the best sound quality. Perhaps there is something amiss with the radio itself. As we do not have the ability to advise you in a technical matter via e-mail, I suggest contacting the service team at your authorized BMW center directly, so they can review your concerns in person and provide technical support. Should you need it, you will find a complete listing of authorized centers, categorized by name, state, or ZIP code, on our website at www.bmwusa.com.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Melinda Sabo
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 12/19/2007 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: Vehicle Products

VIN: 4USBU53557L [REDACTED]
ModelYear: 2007
MfgNme: BMW
ModelNme: Z4 3.0si Roadster

ContactBy: Email
ContactPhone: [REDACTED]
ContactTime:
email: [REDACTED]

Comments: I have a business class radio I cannot play a burned cd rom on it what are the limitations on playing burned music on a cdrom Thanks

CustomerNo: [REDACTED]
firstName: Lanny
lastName: [REDACTED]
[REDACTED]
...

A subsidiary
of BMW AG

BMW of North America, Inc.

Customer Service Request Detail # 200735300514



	... formid: 1001 Vins: WBANE53537C [REDACTED]
--	---



Customer Service Request Detail # 200800704825

Customer

Name: Mr Michael [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address:
 Apt/Ste: Apt 305
 City/State/Zip: Glen Allen, VA [REDACTED]

Service Request

Service Request #: 200800704825
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 1/7/08 07:37PM
 Created By: Hawley, Darlene
 Rep Assigned: Mazanec, Carrie
 Date Assigned: 1/8/08 09:47AM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/8/08 03:48PM
 Close Rep: Mazanec, Carrie
 Issue Note: 2007 M Coupe Side Airbag

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 M Coupe
 Mileage:
 Sale: 9/5/07 12:00AM
 In Service Date: 9/5/07 12:00AM
 Production Date: 12/2/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
requested VIN for review Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200800704825

Activity Status:	Done	Activity Updated:	1/7/08 07:41PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	mreid_pmp@comcast.net
Activity Created:	1/7/08 07:34PM	Email To:	<customerrelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	2007 M Coupe Side Airbag		

Note Created:	Note Created By:	Note Type:
		How much force is required before the side airbag deploys in a 2007 M Coupe? I was struck by a full size van; the door was caved in far enough to hit my arm yet the airbag did not deploy. The bracket that holds the airbag was actually bent. See attached photos. Obviously I have some real concerns about the safety of this vehicle. Please advise.
		Regards Michael [REDACTED]

Activity Status:	Done	Activity Updated:	1/7/08 07:41PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/7/08 07:37PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: 2007 M Coupe Side Airbag [1-678904262]		

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



Customer Service Request Detail # 200800704825

Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your recent accident. I was sorry to read of the incident, and I hope you are doing well.

So that we may further review your situation, please forward us your vehicle's VIN number, current mileage, your address and best contact phone number(s). We look forward to your response.

Again, thank you for contacting BMW. If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 1/7/2008 12:00:00 AM
To: <customerrelations@bmwusa.com>
Subject: 2007 M Coupe Side Airbag

How much force is required before the side airbag deploys in a 2007 M Coupe? I was struck by a full size van; the door was caved in far enough to hit my arm yet the airbag did not deploy. The bracket that holds the airbag was actually bent. See attached photos. Obviously I have some real concerns about the safety of this vehicle. Please advise.

Regards,
Michael [REDACTED]

Activity Status:	Done	Activity Updated:	1/8/08 09:47AM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	[REDACTED]
Activity Created:	1/8/08 08:46AM	Email To:	<CustomerRelations@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: 2007 M Coupe Side Airbag [1-678904262]		

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



Customer Service Request Detail # 200800704825

...
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 1/17/2008 12:00:00 AM
> To: <customerrelations@bmwusa.com>
> Subject: 2007 M Coupe Side Airbag
>
> How much force is required before the side airbag deploys in a 2007 M
> Coupe? I was struck by a full size van; the door was caved in far enough
> to hit my arm yet the airbag did not deploy. The bracket that holds the
> airbag was actually bent. See attached photos. Obviously I have some
> real
> concerns about the safety of this vehicle. Please advise.
>
> Regards
> Michael [REDACTED]

Activity Status:	Done	Activity Updated:	1/8/08 09:46AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/8/08 09:41AM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	200800704825 / SPI / airbag non-deployment [1-679015541]		

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



Hi Carrie,

This customer's airbags did not deploy in an accident:

Michael [REDACTED]

5UMDU93447L [REDACTED]

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 1/8/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: 2007 M Coupe Side Airbag [1-678904262]

Darlene,
Thank you for the prompt reply. The VIN is 5UMDU93447LL93742. I do not know the current mileage but it is less than 2000. Here is my address and phone number:
Michael [REDACTED]

This accident occurred the day before Thanksgiving and my vehicle is still at the repair facility. They need the interior door panel to complete the repair but there don't seem to be any in the US or Germany. How can I find out when this part will be manufactured / released? The part was ordered through the BMW dealership where I bought my car and they are unable to get a status as well. Thanks again and let me know if you need anything else.

Regards,
Michael [REDACTED]

----- Original Message -----
From: <CustomerRelations@bmwusa.com>
To: [REDACTED]
Sent: Monday, January 07, 2008 7:41 PM
Subject: RE: 2007 M Coupe Side Airbag [1-678904262]

> Dear ...



Customer Service Request Detail # 200800704825

... Mr. [REDACTED]
> Thank you for contacting BMW of North America, LLC regarding your recent accident. I was sorry to read of the incident, and I hope you are doing well.
>
> So that we may further review your situation, please forward us your vehicle's VIN number, current mileage, your address and best contact phone number(s). We look forward to your response.
>
> Again, thank you for contacting BMW. If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.
>
> Sincerely,
> Darlene Hawley
> Customer Relations and Services Representative
>
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: 1/17/2008 12:00:00 AM
> To: <customerrelations@bmwusa.com>
> Subject: 2007 M Coupe Side Airbag
>
> How much force is required before the side airbag deploys in a 2007 M Coupe? I was struck by a full size van; the door was caved in far enough to hit my arm yet the airbag did not deploy. The bracket that holds the airbag was actually bent. See attached photos. Obviously I have some real concerns about the safety of this vehicle. Please advise.
>
> Regards
> Michael [REDACTED]

Activity Status:	Done	Activity Updated:	1/8/08 09:47AM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	1/8/08 09:47AM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: 2007 M Coupe Side Airbag [1-678904262]		

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



Customer Service Request Detail # 200800704825

Dear Mr. [REDACTED]:

Thank you for contacting BMW of North America, LLC regarding your recent accident. I was sorry to read of the incident, and I hope you are doing well.

Your situation has been forwarded to our executive offices. They will be back in touch with you within 48 business hours.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 1/8/2008 12:00:00 AM
To: <CustomerRelations@bmwusa.com>
Subject: 2007 M Coupe Side Airbag [1-678904262]

Darlene,
Thank you for the prompt reply. The VIN is 5UMDU93447LL93742. I do not know the current mileage but it is less than 2000. Here is my address and phone number:
Michael [REDACTED]
[REDACTED]
[REDACTED]

This accident occurred the day before Thanksgiving and my vehicle is still at the repair facility. They need the interior door panel to complete the repair but there don't seem to be any in the US or Germany. How can I find out when this part will be manufactured / released? The part was ordered through the BMW dealership where I bought my car and they are unable to get a status as well. Thanks again and let me know if you need anything else.

Regards
Michael [REDACTED]

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

From: <CustomerRelations@bmwusa.com>
To: [REDACTED]
Sent: Monday, January 07, 2008 7:41 PM
Subject: RE: 2007 M Coupe Side ...



Customer Service Request Detail # 200800704825

... Airbag [1-678904262]

> Dear Mr. [REDACTED]

> Thank you for contacting BMW of North America, LLC regarding your recent accident. I was sorry to read of the incident, and I hope you are doing well.

> So that we may further review your situation, please forward us your vehicle's VIN number, current mileage, your address and best contact phone number(s). We look forward to your response.

> Again, thank you for contacting BMW. If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

> Sincerely,

> Darlene Hawley
> Customer Relations and Services
> Representative

> -----Original Message-----

> From: [REDACTED]
> Sent: 1/17/2008 12:00:00 AM
> To: <customerrelations@bmwusa.com>
> Subject: 2007 M Coupe Side Airbag

> How much force is required before the side airbag deploys in a 2007 M Coupe? I was struck by a full size van; the door was caved in far enough to hit my arm yet the airbag did not deploy. The bracket that holds the airbag was actually bent. See attached photos. Obviously I have some real concerns about the safety of this vehicle. Please advise.

> Regards
> Michael [REDACTED]



Customer Service Request Detail # 200804601752

Customer

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

Service Request

Service Request #:	200804601752
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	2/15/08 12:35PM
Created By:	Coil, Jarrod
Rep Assigned:	Coil, Jarrod
Date Assigned:	2/15/08 12:35PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	2/15/08 03:46PM
Close Rep:	Coil, Jarrod
Issue Note:	cci with MP3 recommendations/ work around

Vehicle

Chassis # (US):	L [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	Z4 Roadster 3.0si
Mileage:	400
Sale:	1/29/08 12:00AM
In Service Date:	1/29/08 12:00AM
Production Date:	11/5/07 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
writer thanked cust for taking the time to notify BMW of his discoveries and adv would document. per Richard P, closing SR

Attachments

File Name	Comments



Customer Service Request Detail # 200804601752

Activity Status:	Done	Activity Updated:	2/15/08 12:44PM
Activity Type	Customer Interaction	Activity Updated By:	Coil, Jarrod
Activity Assigned To:	Coil, Jarrod	Email From:	
Activity Created:	2/15/08 12:36PM	Email To:	
Activity Created By:	Coil, Jarrod		
Activity Description:	cci with MP3 recommendations/ work around		

Note Created: 2/15/08 12:39PM

Note Created By: Coil, Jarrod

Note Type: Customer Interaction

cust called in to advise BMW he has figured out a work around so when an MP3 CD is burned the song title will display on the radio. cust stts when setting up a project within Roxio, he selects to burn the CD in the ISO 9660 file format. cust stts after doing this and testing, it displayed the song titles with no problems. cust stts the radio is a little inadequate and embarrassing that it is not more sophisticated. cust stts someone back into veh, no big deal but caused \$1500 in body damage. cust stts it's just a little dent. writer thanked cust for taking the time to notify BMW of his discoveries and adv would document.



Customer Service Request Detail # 200807101469

Customer

Name:	Dr. Slawomir [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	
City/State/Zip:	Stroudsburg, PA [REDACTED]

Service Request

Service Request #:	200807101469
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/11/08 11:46AM
Created By:	Harris, Ryan
Rep Assigned:	Harris, Ryan
Date Assigned:	3/11/08 11:46AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/11/08 11:47AM
Close Rep:	Harris, Ryan
Issue Note:	Cust states he doesn't know what S/R button does. Cust states he sees a bunch of numbers.

Vehicle

Chassis # (US):	L [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	Z4 Roadster 3.0i
Mileage:	
Sale:	8/10/07 12:00AM
In Service Date:	8/10/07 12:00AM
Production Date:	7/31/07 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
Writer advised cust of functions of S/R button. Writer advised cust to speak with dealer regarding the different numbers he is seeing in the display.

Attachments

File Name	Comments



Customer Service Request Detail # 200807101469

Activity Status:	Done	Activity Updated:	3/11/08 11:47AM
Activity Type	Customer Interaction	Activity Updated By:	Harris, Ryan
Activity Assigned To:	Harris, Ryan	Email From:	
Activity Created:	3/11/08 11:46AM	Email To:	
Activity Created By:	Harris, Ryan		
Activity Description:	Cust states he doesn't know what S/R button does. Cust states he sees a bunch of numbers.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # 200807702072

Customer

Name: Mr Jon L [REDACTED]
 Preferred Communication Method:
 Work #: [REDACTED]
 Home #: [REDACTED]
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: Sun Lakes, AZ [REDACTED]

Service Request

Service Request #: 200807702072
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 3/17/08 12:26PM
 Created By: Hawley, Darlene
 Rep Assigned: Hawley, Darlene
 Date Assigned: 3/17/08 12:26PM
 Assigned Dealer:
 Identified Dealer:
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/19/08 10:33AM
 Close Rep: Hawley, Darlene
 Issue Note: ice warning

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: Z4 Roadster 3.0si
 Mileage:
 Sale: 5/27/06 12:00AM
 In Service Date: 5/27/06 12:00AM
 Production Date: 4/26/06 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advsd cannot be turned off

Attachments

File Name	Comments



Customer Service Request Detail # 200807702072

Activity Status:	Done	Activity Updated:	3/17/08 03:06PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	jonzimmerman579@hotmail.com
Activity Created:	3/15/08 09:04PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

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

	<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: 4USBU53506L [REDACTED] ModelYear: 2006 MfgNme: BMW ModelNme: Z4 Roadster 3.0si</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED]</p> <p>Comments: Hello, The local BMW Dealer here. (Don Mackey BMW) says that the 37* Ice Warning can't be deactivated on my 2006 Z4 3.0si, but the owners manual says it can on page 46. Do you know if it can? Thank You. CustomerNo: 0 AccountId: firstName: Jon lastName: [REDACTED] normid: 1001 Vins: 4USBU53506L [REDACTED]</p>
--	--

Activity Status:	Done	Activity Updated:	3/17/08 03:07PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/17/08 02:39PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	Your Programming Inquiry [1-719179143]		

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



Dear Mr. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2006 BMW Z4 Roadster. We appreciate your interest and enthusiasm for our vehicles.

The ice warning cannot be turned off because it is a safety feature. Please also note that the service team has a full listing of programmable features so they are always able to advise you of your options. I hope this information is helpful.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,
Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/17/2008 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: vehicle Products

VIN: 4USBU53506L [REDACTED]
ModelYear: 2006
MfgNme: BMW
ModelNme: Z4 Roadster 3.0si

ContactBy: Email
ContactPhone: [REDACTED]
ContactTime:
email: [REDACTED]

Comments: Hello,
The local BMW Dealer here. (Don Mackey BMW) says that the 37* Ice Warning can't be deactivated on my 2006 Z4 3.0si, but the owners manual says it can on page 46. Do you know if it can?

Thank You.
CustomerNo: 0
AccountId:
firstName: Jon
lastName: [REDACTED]
formid: 1001
Vins: 4USBU53506L [REDACTED]



Customer Service Request Detail # 200807702151

Customer

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

Service Request

Service Request #:	200807702151
Brand:	BMW
Type:	Inquiry
Current Status:	Closed
Date Opened:	3/17/08 12:36PM
Created By:	Hawley, Darlene
Rep Assigned:	Hawley, Darlene
Date Assigned:	3/17/08 12:36PM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	3/24/08 03:02PM
Close Rep:	Hawley, Darlene
Issue Note:	window sticker ?

Vehicle

Chassis # (US):	LW71760
Chassis # (Non - US):	
Year:	2007
Model:	Z4 Roadster 3.0i
Mileage:	
Sale:	5/28/07 12:00AM
In Service Date:	5/28/07 12:00AM
Production Date:	4/18/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
advsd unavailable
advsd unavailable
advsd unavailable

Attachments

File Name	Comments



Customer Service Request Detail # 200807702151

Activity Status:	Done	Activity Updated:	3/17/08 12:37PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	[REDACTED]
Activity Created:	3/15/08 11:13PM	Email To:	<CustomerService@bmwusa.com>
Activity Created By:	Administrator, Siebel		
Activity Description:	Vehicle Products		

Note Created:	Note Created By:	Note Type:
		<p>From: [REDACTED] Subject: Vehicle Products</p> <p>VIN: 4USB33507L [REDACTED] ModelYear: 2007 MfgNme: BMW ModelNme: Z4 Roadster 3.0i</p> <p>ContactBy: Email ContactPhone: [REDACTED] ContactTime: email: [REDACTED] Comments: Can you please provide a copy of the window sticker for my Z4 that I just purchased. The VIN is 4USB33507LW71760. THANK YOU. JF CustomerNo: 0 AccountId: firstName: Janice lastName: [REDACTED] formId: 1001 Vins: 4USB33507L [REDACTED]</p>

Activity Status:	Done	Activity Updated:	3/17/08 12:37PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/17/08 12:36PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	Your Window Sticker Inquiry [1-719179199]		

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



Customer Service Request Detail # 200807702151

Dear Ms. [REDACTED]

Thank you for contacting BMW of North America, LLC regarding your 2007 BMW Z4 Roadster 3.0i. That is a great model vehicle, and we hope it is serving you well.

Unfortunately, we are unable to reprint original window stickers or provide copies. If you would like to learn more about the options on your vehicle, please contact your authorized BMW center. Because our network of BMW centers services our vehicles on a regular basis, you will find the most up to date information regarding specific vehicle options and equipment through your authorized center. You may locate any BMW center in the United States on our website, www.bmwusa.com/dealers, by zip code, distance, or state. I hope this information is helpful.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/17/2008 12:00:00 AM
To: <CustomerService@bmwusa.com>
Subject: Vehicle Products

From: [REDACTED]
Subject: Vehicle Products

VIN: 4USBU33507L [REDACTED]
ModelYear: 2007
MfgNme: BMW
ModelNme: Z4 Roadster 3.0i

ContactBy: Email
ContactPhone: [REDACTED]
ContactTime: [REDACTED]
email: [REDACTED]@m

Comments: Can you please provide a copy of the window sticker for my Z4 that I just purchased. The VIN is 4USBU33507L [REDACTED]. THANK YOU. JF

CustomerNo: 0
AccountId:
firstName: Janice
lastName: [REDACTED]

formid: 1001
Vins: 4USBU33507L [REDACTED]



Customer Service Request Detail # 200807702151

Activity Status:	Done	Activity Updated:	3/21/08 01:16PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	devoke01@gmail.com
Activity Created:	3/21/08 09:20AM	Email To:	CustomerService@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your Window Sticker Inquiry [1-719179199]		

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

Hi:

Thanks for your answer and the vehicle is great. It is our third BMW so we are definitely fans. I did manage to get most of the information on the vehicle and the dealer found the car books like the owners manual, maintenance schedule, etc., but I was not able to obtain the bluetooth code. Where would I need to go to get that?

VIN: 4USBU33507L [REDACTED]
ModelYear: 2007
MfgNme: BMW
ModelNme: Z4 Roadster 3.0i

Thanks,

Jim

On 17 Mar 2008 12:37:29 -0400, <CustomerService@bmwusa.com> wrote:

> Dear Ms. [REDACTED]:
>
> Thank you for contacting BMW of North America, LLC regarding your 2007 BMW
> Z4 Roadster 3.0i. That is a great model vehicle, and we hope it is
> serving you well.
>
> Unfortunately, we are unable to reprint original window stickers or
> provide copies. If you would like to learn more about the options on your
> vehicle, please contact your authorized BMW center. Because our
> network of
> BMW centers services our vehicles on a regular basis, you will find the
> most
> up to date information regarding specific vehicle options and equipment
> through your authorized center. You may locate any BMW center in the
> United
> States on our website, www.bmwusa.com/dealers, by zip code, distance,
> or
> state. I hope this information is helpful.
>
> If you have any further questions, please respond to this e-mail or
> contact the Customer Relations and Services Department at
> 1-800-831-1117,
> Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard
> Time.
> Again, thank you for ...



Customer Service Request Detail # 200807702151

... contacting BMW.
> Sincerely,
> Darlene Hawley
> Customer Relations and Services
> Representative
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 3/17/2008 12:00:00 AM
> To: <CustomerService@bmwusa.com>
> Subject: Vehicle Products
>
> From: [REDACTED]
> Subject: Vehicle Products
>
> VIN: 4USBU33507L [REDACTED]
> ModelYear: 2007
> MfgNme: BMW
> ModelNme: Z4 Roadster 3.0i
>
> ContactBy: Email
> ContactPhone: [REDACTED]
> ContactTime: [REDACTED]
> Comments: Can you please provide a copy of the window sticker for my
> Z4
> that I just purchased. The VIN is 4USBU33507LW71760. THANK YOU.
> JF
> CustomerNo: 0
> AccountId:
> firstName: Janice
> lastName: [REDACTED]
> FormId: 1001
> Vins: 4USBU33507L [REDACTED]
>

Activity Status:	Done	Activity Updated:	3/21/08 01:16PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/21/08 01:15PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Your Window Sticker Inquiry [1-719179199]		

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



Dear Ms. [REDACTED]

Thanks for your response. The service team at your authorized BMW center can assist you with retrieving the passkey from your vehicle.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/21/2008 12:00:00 AM
To: CustomerService@bmwusa.com
Subject: Your Window Sticker Inquiry [1-719179199]

Hi:

Thanks for your answer and the vehicle is great. It is our third BMW so we are definitely fans. I did manage to get most of the information on the vehicle and the dealer found the car books like the owners manual, maintenance schedule, etc., but I was not able to obtain the bluetooth code. Where would I need to go to get that?

VIN: 4USBU33507L [REDACTED]
ModelYear: 2007
MfgNme: BMW
ModelNme: Z4 Roadster 3.0i

Thanks,

Jim

On 17 Mar 2008 12:37:29 -0400, <CustomerService@bmwusa.com> wrote:

> Dear Ms. [REDACTED]
>
> Thank you for contacting BMW of North America, LLC regarding your 2007 BMW
> Z4 Roadster 3.0i. That is a great model vehicle, and we hope it is
> serving you well.
>
> Unfortunately, we are unable to reprint original window stickers or
> provide copies. If you would like to learn more about the options on your
> vehicle, please contact your authorized BMW center. Because our
> network of
> BMW centers services our vehicles on a regular basis, you will find ...



Customer Service Request Detail # 200807702151

... the most
> up to date information regarding specific vehicle options and equipment
> through your authorized center. You may locate any BMW center in the
United
> States on our website, www.bmwusa.com/dealers, by zip code, distance,
or
> state. I hope this information is helpful.
>
> If you have any further questions, please respond to this e-mail or
> contact the Customer Relations and Services Department at
1-800-831-1117,
> Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard
Time.
> Again, thank you for contacting BMW.
>
> Sincerely,
>
> Darlene Hawley
> Customer Relations and Services
> Representative
>
>
>
> -----Original Message-----
> From: [REDACTED]
> Sent: 3/17/2008 12:00:00 AM
> To: <CustomerService@bmwusa.com>
> Subject: Vehicle Products
>
> From: devoke01@gmail.com
> Subject: Vehicle Products
>
> VIN: 4USBU33507L [REDACTED]
> ModelYear: 2007
> MfgNme: BMW
> ModelNme: Z4 Roadster 3.0i
>
> ContactBy: Email
> [REDACTED]
> ContactTime:
> email: [REDACTED]
> Comments: Can you please provide a copy of the window sticker for my
Z4
> that I just purchased. The VIN is 4USBU33507L [REDACTED]. THANK YOU.
JF
> CustomerNo: 0
> AccountId:
> firstName: Janice
> lastName: [REDACTED]
> [REDACTED]
> formid: 1001
> Vins: 4USBU33507L [REDACTED]
>



Customer Service Request Detail # 200807702151

Activity Status:	Done	Activity Updated:	3/24/08 03:01PM
Activity Type	Email - Inbound	Activity Updated By:	Hawley, Darlene
Activity Assigned To:	Hawley, Darlene	Email From:	devoke01@gmail.com
Activity Created:	3/22/08 02:07PM	Email To:	CustomerService@bmwusa.com
Activity Created By:	Administrator, Siebel		
Activity Description:	Re: Your Window Sticker Inquiry [1-719179199]		

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

Thank you. I actually tried them first and they were not very cooperative over the phone and said they could not help. They suggested the only way to get the information was to get it from the dealership (non-BMW) that sold the car to us. That dealership provided everything they had to us already and the car had come from auction so it is not that uncommon for things like this to be missing.

I also knew the local BMW dealership's response could not be correct (people lose things) and that is why we contacted you. We service our other BMW with them (did not buy it from them either since we did not live here then) and will service this one with them as well. Bottom line, I guess, is we will make time to stop by and deal with them face to face. Maybe that will work better. I don't want to make a big deal out of it with them since they are the only dealership in our area.

Any chance of getting the passkey e-mailed or mailed to us at our expense?
I can forward anything necessary to prove we own the car.

Again, thanks for the quick response.

Jim

On 21 Mar 2008 13:16:21 -0400, <CustomerService@bmwusa.com> wrote:

> Dear Ms. [REDACTED]
>
> Thanks for your response. The service team at your authorized BMW center
> can assist you with retrieving the passkey from your vehicle.
>
> If you have any further questions, please respond to this e-mail or
> contact the Customer Relations and Services Department at
> 1-800-831-1117,
> Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard
> Time.
> Again, thank you for contacting BMW.
>
> Sincerely,
>
> Darlene Hawley
> Customer Relations and Services
> Representative
> ...



Customer Service Request Detail # 200807702151

...
>
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 3/21/2008 12:00:00 AM
> To: CustomerService@bmwusa.com
> Subject: Your Window Sticker Inquiry [1-719179199]
>
> Hi:
>
> Thanks for your answer and the vehicle is great. It is our third BMW so
> we
> are definitely fans. I did manage to get most of the information on the
> vehicle and the dealer found the car books like the owners manual,
> maintenance schedule, etc., but I was not able to obtain the bluetooth
> code. Where would I need to go to get that?
>
> VIN: 4USBU33507L [REDACTED]
> ModelYear: 2007
> MfgNme: BMW
> ModelNme: Z4 Roadster 3.0i
>
> Thanks,
>
> Jim
>
> On 17 Mar 2008 12:37:29 -0400, <CustomerService@bmwusa.com>
> wrote:
>
> > Dear Ms. [REDACTED]
> >
> > Thank you for contacting BMW of North America, LLC regarding your
> > 2007
> > BMW
> > Z4 Roadster 3.0i. That is a great model vehicle, and we hope it is
> > serving you well.
> >
> > Unfortunately, we are unable to reprint original window stickers or
> > provide copies. If you would like to learn more about the options on
> > your
> > vehicle, please contact your authorized BMW center. Because our
> > network
> > of
> > BMW centers services our vehicles on a regular basis, you will find the
> > most
> > up to date information regarding specific vehicle options and
> > equipment
> > through your authorized center. You may locate any BMW center in
> > the
> > United
> > States on our website, www.bmwusa.com/dealers, by zip code,
> > distance, or
> > state. I hope this information is helpful.
> >
> >
> > If you have any further questions, please respond to this ...



Customer Service Request Detail # 200807702151

... e-mail or
> contact the Customer Relations and Services Department at
> 1-800-831-1117,
> Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard
> Time.
> Again, thank you for contacting BMW.
>
>
> Sincerely,
>
> Darlene Hawley
> Customer Relations and Services
> Representative
>
>
>
> -----Original Message-----
>
> From: [REDACTED]
> Sent: 3/17/2008 12:00:00 AM
> To: <CustomerService@bmwusa.com>
> Subject: Vehicle Products
>
> From: [REDACTED]
> Subject: Vehicle Products
>
> VIN: 4USB33507L [REDACTED]
> ModelYear: 2007
> MfgNme: BMW
> ModelNme: Z4 Roadster 3.0i
>
> ContactBy: Email
> ContactPhone: [REDACTED]
> ContactTime:
> email [REDACTED]
> Comments: Can you please provide a copy of the window sticker for
> my Z4
> that I just purchased. The VIN is 4USB33507L [REDACTED]. THANK
> YOU. JF
> CustomerNo: 0
> AccountId:
> firstName: Janice
> lastName: [REDACTED]
> [REDACTED]
> formid: 1001
> Vins: 4USB33507L [REDACTED]
>
>

Activity Status:	Done	Activity Updated:	3/24/08 03:02PM
Activity Type	Email - Outbound	Activity Updated By:	Administrator, Siebel
Activity Assigned To:	Hawley, Darlene	Email From:	CustomerRelations@bmwusa.com
Activity Created:	3/24/08 02:55PM	Email To:	[REDACTED]
Activity Created By:	Hawley, Darlene		
Activity Description:	RE: Your Window Sticker Inquiry [1-719179199]		

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



Customer Service Request Detail # 200807702151

Dear Ms. [REDACTED]:

Thanks for your response. Unfortunately, if you were not provided the passkey at the time you purchased the vehicle, the only place to obtain it would be from the service team at an authorized BMW center. If you are having difficulty obtaining assistance from the service team, I would recommend speaking directly with the service manager. If you need further assistance, please specify which BMW center you are working with and we would be happy to contact them on your behalf.

If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117, Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time. Again, thank you for contacting BMW.

Sincerely,

Darlene Hawley
Customer Relations and Services
Representative

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

From: [REDACTED]
Sent: 3/24/2008 12:00:00 AM
To: CustomerService@bmwusa.com
Subject: Your Window Sticker Inquiry [1-719179199]

Thank you. I actually tried them first and they were not very cooperative over the phone and said they could not help. They suggested the only way to get the information was to get it from the dealership (non-BMW) that sold the car to us. That dealership provided everything they had to us already and the car had come from auction so it is not that uncommon for things like this to be missing.

I also knew the local BMW dealership's response could not be correct (people lose things) and that is why we contacted you. We service our other BMW with them (did not buy it from them either since we did not live here then) and will service this one with them as well. Bottom line, I guess, is we will make time to stop by and deal with them face to face. Maybe that will work better. I don't want to make a big deal out of it with them since they are the only dealership in our area.

Any chance of getting the passkey e-mailed or mailed to us at our expense?

I can forward anything necessary to prove we own the car.

Again, thanks for the quick response.

Jim

On 21 Mar 2008 13:16:21 -0400, ...



... <CustomerService@bmwusa.com> wrote:

> Dear Ms [REDACTED]:

>

> Thanks for your response. The service team at your authorized BMW center can assist you with retrieving the passkey from your vehicle.

>

> If you have any further questions, please respond to this e-mail or contact the Customer Relations and Services Department at 1-800-831-1117.

> Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard Time.

> Again, thank you for contacting BMW.

> Sincerely,

>

> Darlene Hawley
> Customer Relations and Services
> Representative

>

>

> -----Original Message-----

> From: [REDACTED]

> Sent: 3/21/2008 12:00:00 AM

> To: CustomerService@bmwusa.com

> Subject: Your Window Sticker Inquiry [1-719179199]

>

> Hi:

>

> Thanks for your answer and the vehicle is great. It is our third BMW so we are definitely fans. I did manage to get most of the information on the vehicle and the dealer found the car books like the owners manual, maintenance schedule, etc., but I was not able to obtain the bluetooth code. Where would I need to go to get that?

>

> VIN: 4USBU33507L [REDACTED]

> ModelYear: 2007

> MfgNme: BMW

> ModelNme: Z4 Roadster 3.0i

>

> Thanks,

>

> Jim

>

> On 17 Mar 2008 12:37:29 -0400, <CustomerService@bmwusa.com> wrote:

>

> > Dear Ms. [REDACTED]

> >

> > Thank you for contacting BMW of North America, LLC regarding your 2007 BMW Z4 Roadster 3.0i. That is a great model vehicle, and we hope it is serving you well.

> >

> ...



Customer Service Request Detail # 200807702151

...
> > Unfortunately, we are unable to reprint original window stickers or
> > provide copies. If you would like to learn more about the options on
> your
> > vehicle, please contact your authorized BMW center. Because our
> network
> of
> > BMW centers services our vehicles on a regular basis, you will find the
> most
> > up to date information regarding specific vehicle options and
> equipment
> > through your authorized center. You may locate any BMW center in
> the
> United
> > States on our website, www.bmwusa.com/dealers, by zip code,
> distance, or
> > state. I hope this information is helpful.
> >
> > If you have any further questions, please respond to this e-mail or
> > contact the Customer Relations and Services Department at
> > 1-800-831-1117,
> > Monday through Friday from 9:00 A.M. to 9:00 P.M., Eastern Standard
> > Time.
> > Again, thank you for contacting BMW.
> >
> > Sincerely,
> >
> > Darlene Hawley
> > Customer Relations and Services
> > Representative
> >
> >
> > -----Original Message-----
> >
> > From: [REDACTED]
> > Sent: 5/17/2008 12:00:00 AM
> > To: <CustomerService@bmwusa.com>
> > Subject: Vehicle Products
> >
> > From: [REDACTED]
> > Subject: vehicle Products
> >
> > VIN: 4USBU33507L [REDACTED]
> > ModelYear: 2007
> > MfgNme: BMW
> > ModelNme: Z4 Roadster 3.0i
> >
> > ContactBy: Email
> > ContactPhone: [REDACTED]
> > ContactTime:
> > email: [REDACTED]
> > Comments: Can you please provide a copy of the window sticker for
> > my Z4
> > that I just purchased. The VIN is 4USBU33507L [REDACTED]. THANK
> > YOU. JF
> > ...



Customer Service Request Detail # 200807702151

	<pre>... CustomerNo: 0 > > AccountId: > > firstName: Janice > > lastName: [REDACTED] > > formid: 1001 > > Vins: 4USBU33507L [REDACTED] > > ></pre>
--	---



Customer Service Request Detail # 200808404200

Customer

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

Service Request

Service Request #: 200808404200
 Brand: BMW
 Type: Inquiry
 Current Status: Closed
 Date Opened: 3/24/08 07:00PM
 Created By: Bogdanovitch, Jason
 Rep Assigned: Bogdanovitch, Jason
 Date Assigned: 3/24/08 07:00PM
 Assigned Dealer: Bob Smith BMW
 Identified Dealer: Bob Smith BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 3/25/08 06:16PM
 Close Rep: Bogdanovitch, Jason
 Issue Note: cupholder broken

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 Roadster 3.0i
 Mileage: 10,501
 Sale: 4/27/07 12:00AM
 In Service Date: 4/27/07 12:00AM
 Production Date: 3/19/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL17	PRODUCT DESIGN- INQUIRY/COMPLAINT	Radio, CD, OBC, Nav, Alarm	6502	RADIO SECURITY CODE
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag

Solution Notes

Solution
Customer has the vehicle and the issue is resolved.

Attachments

File Name	Comments



Customer Service Request Detail # 200808404200

Activity Status:	Done	Activity Updated:	3/24/08 07:05PM
Activity Type	Customer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/24/08 07:00PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer took vehicle in for service issues last week		

Note Created: 3/24/08 07:01PM Note Created By: Bogdanovitch, Jason Note Type: Customer Interaction

Cupholder broke. Took the vehicle in for cupholder. A whole week to get a cupholder, and radio button not working. The dealership took vehicle in on the 03/18/08. The radio is in but not able to get decoded. BMW is not giving teh information to recode the radio.

return phone # [REDACTED]

Activity Status:	Done	Activity Updated:	3/24/08 07:08PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/24/08 07:04PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Left SA Collin Anderson a vm		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/24/08 08:13PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/24/08 08:13PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Collin Anderson left vm		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	3/24/08 08:14PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/24/08 08:14PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Left Colin Anderson vm		

Note Created: Note Created By: Note Type:



Customer Service Request Detail # 200808404200

Activity Status:	Done	Activity Updated:	3/25/08 05:59PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/25/08 05:59PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Left Colin Anderson left vm		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	3/25/08 06:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Bogdanovitch, Jason
Activity Assigned To:	Bogdanovitch, Jason	Email From:	
Activity Created:	3/25/08 06:14PM	Email To:	
Activity Created By:	Bogdanovitch, Jason		
Activity Description:	Customer's delay was due to BMW puma case. Needed authorization for decode radio.		

Note Created: 3/25/08 06:15PM	Note Created By: Bogdanovitch, Jason	Note Type: Dealer Interaction
The field svc engineer got involved and resolved the issue.		



Customer Service Request Detail # 200813603269

Customer

Name:	Ms. Lavinia A. [REDACTED]
Preferred Communication Method:	[REDACTED]
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	[REDACTED]
City/State/Zip:	Libertyville, IL [REDACTED]

Service Request

Service Request #:	200813603269
Brand:	BMW
Type:	Complaint
Current Status:	Closed
Date Opened:	5/15/08 03:41PM
Created By:	Howarth, Sarah
Rep Assigned:	Daniels, Dominic
Date Assigned:	6/10/08 12:15PM
Assigned Dealer:	Karl Knauz Motors
Identified Dealer:	Karl Knauz Motors
Date Resolved:	
Resolve Rep:	
Date Closed:	6/10/08 06:00PM
Close Rep:	Daniels, Dominic
Issue Note:	cust involved in a serious accident & the airbags did not deploy

Vehicle

Chassis # (US):	L [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	Z4 Roadster 3.0i
Mileage:	8,500
Sale:	4/14/07 12:00AM
In Service Date:	4/14/07 12:00AM
Production Date:	3/26/07 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SL03	OVERALL QUALITY	Radio, CD, OBC, Nav, Alarm	6577	AIRBAGS FRONT,SIDE HEAD PROTECTIC

Solution Notes

Solution
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.
Closed. Refer to Special Product Investigation for resolution.

Attachments

File Name	Comments



Customer Service Request Detail # 200813603269

Activity Status:	Done	Activity Updated:	5/15/08 03:44PM
Activity Type	Customer Interaction	Activity Updated By:	Howarth, Sarah
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	5/15/08 03:41PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	cust involved in a serious accident & the airbags did not deploy		

Note Created: 5/15/08 03:41PM Note Created By: Howarth, Sarah Note Type: Customer Interaction

The customer's husband advsd that the veh was rear-ended by a truck & threw her vehicle forward & it hit a pole. The pole broke in half & smashed into her windshield. She was hospitalized for whip-lash & a concussion. Mr. [REDACTED] is concerned that the airbags didn't deploy. Advsd that BMW will look into this for him & will be contacting him back w/in 48 hrs.

Activity Status:	Done	Activity Updated:	5/15/08 03:46PM
Activity Type	General	Activity Updated By:	Howarth, Sarah
Activity Assigned To:	Howarth, Sarah	Email From:	
Activity Created:	5/15/08 03:44PM	Email To:	
Activity Created By:	Howarth, Sarah		
Activity Description:	SPI - assigning case to Carrie Mazanec.		

Note Created: 5/15/08 03:45PM Note Created By: Howarth, Sarah Note Type: General

The vehicle is being taken to the Karl Knauz body shop.

Activity Status:	Done	Activity Updated:	5/27/08 02:14PM
Activity Type	Dealer Interaction	Activity Updated By:	Munoz, Ronald
Activity Assigned To:	Munoz, Ronald	Email From:	
Activity Created:	5/27/08 01:56PM	Email To:	
Activity Created By:	Munoz, Ronald		
Activity Description:	rick larsen from karl knauz body shop/dealer called to get an update on vehicle issue		

Note Created: 5/27/08 02:04PM Note Created By: Munoz, Ronald Note Type: Dealer Interaction

writer adv rick larsen from dealer that case is handled by corp (Carrie Mazanec), would sent e-mail for an update

Activity Status:	Done	Activity Updated:	6/9/08 06:47PM
Activity Type	Dealer Interaction	Activity Updated By:	Barnes, Richard
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/9/08 06:41PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	Body shop mgr called in has never heard from BMWNA concerning this case, been in shop since May 15th		

Note Created: 6/9/08 06:42PM Note Created By: Barnes, Richard Note Type: Dealer Interaction

Rick Larsen body shop manager.
Karl Knauz motors body shop
rlarsen@knauz.com - 847-615-3670
May 15th vehicle was towed in .



Customer Service Request Detail # 200813603269

Activity Status:	Done	Activity Updated:	6/10/08 11:29AM
Activity Type	Corporate Interaction	Activity Updated By:	Mazanec, Carrie
Activity Assigned To:	Barnes, Richard	Email From:	
Activity Created:	6/9/08 06:47PM	Email To:	
Activity Created By:	Barnes, Richard		
Activity Description:	wrt emailed Carrie w/contact info from Mr. Larsen		

Note Created: 6/9/08 06:48PM Note Created By: Barnes, Richard Note Type: Corporate Interaction

Carrie,

Mr. Rick Larsen called in this evening from the body shop w/Karl Knauz motors. He claims that the vehicle was towed in to the dlrship on May 15th and no one has contacted about how to proceed. I believe from reading the history that this was an SPI, and the SR was assigned to you. I informed Mr. Larsen that I would email you with his contact info.
Email - rlarsen@knauz.com
Phone # - 847-615-3670

Let me know if there is anything else I can do

Thank you,

Richard Barnes
Customer Relations and Services

Telephone
(614)-718-6931
(800) 831-1117*6931
Fax
(614) 789-1992
Mailing Address
P.O. Box 1227
Westwood, NJ 07675-1227

Activity Status:	Done	Activity Updated:	6/10/08 12:16PM
Activity Type	Dealer Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	6/10/08 12:16PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	Rick Larsen body shop mgr from the dealer called and asked if someone was coming to inspect veh.		

Note Created: Note Created By: Note Type:

Activity Status:	Done	Activity Updated:	6/10/08 12:16PM
Activity Type	Corporate Interaction	Activity Updated By:	Daniels, Dominic
Activity Assigned To:	Daniels, Dominic	Email From:	
Activity Created:	6/10/08 12:16PM	Email To:	
Activity Created By:	Daniels, Dominic		
Activity Description:	lvm for Carrie asking about veh		

Note Created: Note Created By: Note Type:

A subsidiary
of BMW AG

BMW of North America, Inc.

Customer Service Request Detail # 200813603269



--	--



Customer Service Request Detail # S00734805645

Customer

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

Service Request

Service Request #: S00734805645
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/14/07 01:49AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/14/07 01:49AM
 Assigned Dealer:
 Identified Dealer: Peake BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/4/08 03:09AM
 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): L [REDACTED]
 Chassis # (Non - US):
 Year: 2007
 Model: Z4 Roadster 3.0i
 Mileage:
 Sale: 7/21/07 12:00AM
 In Service Date: 7/21/07 12:00AM
 Production Date: 7/16/07 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
SV29	SERVICE - PRODUCT ISSUE	CHASSIS ELECTRICAL - G	6100	CHASSIS ELECTRICAL - GENERAL
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 # S00734805645

Activity Status:	Done	Activity Updated:	12/14/07 01:49AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/14/07 01:49AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/14/07 01:49AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

Transaction Reason: New Survey
iSky Survey Id: 055026757571
Survey Type: Phone
Dealer Code: 20721
Service Advisor SSN: 7831
Service Advisor Cust Pay Code: 124
Service Advisor First Name: DANIEL
Service Advisor Last Name: VIDAL
Service Tech SSN: 1755
Service Tech Cust Pay Code: 3
Service Tech First Name: CLAUDE
Service Tech Last Name: LANDERS
Repair Date: 12/03/2007
Customer Salutation:
Customer First Name: Michael
Customer Last Name: [REDACTED]
Customer Middle Name: S
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 1: 4USBU335071 [REDACTED]
VIN 7: LW72925
Invoice Number/RO Number: 160217
Call Disposition Code: CMP
Call Date: 12/10/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
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: 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 THE CPU ON HIS WIFE'S VEHICLE FAILED AND INSTEAD OF THE CENTER REPLACING THE CPU ON HER VEHICLE, THEY RESET IT. THE CENTER SAID THEY COULD NOT REPLACE THE CPU SYSTEM BECAUSE IT IS BMW NA'S RESPONSIBILITY. HE WENT TO BMW NA ABOUT THIS MATTER



Customer Service Request Detail # S00734805645

Activity Status:	Done	Activity Updated:	12/17/07 03:05AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/17/07 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:	1/4/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00734900690

Customer

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

Service Request

Service Request #:	S00734900690
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	12/15/07 12:36AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	12/15/07 12:36AM
Assigned Dealer:	
Identified Dealer:	
Date Resolved:	
Resolve Rep:	
Date Closed:	1/4/08 03:09AM
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):	L [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	Z4 Roadster 3.0si
Mileage:	
Sale:	5/31/06 12:00AM
In Service Date:	5/31/06 12:00AM
Production Date:	5/30/06 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
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00734900690

Activity Status:	Done	Activity Updated:	12/15/07 12:36AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/15/07 12:36AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/15/07 12:36AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

Transaction Reason: New Survey
iSky Survey Id: 055026606121
Survey Type: Phone
Dealer Code:
Service Advisor SSN: 7696
Service Advisor Cust Pay Code: 3327
Service Advisor First Name: GARY
Service Advisor Last Name: REICHERT
Service Tech SSN: 3535
Service Tech Cust Pay Code: 3239
Service Tech First Name: JOEY
Service Tech Last Name: CUMBO
Repair Date: 11/24/2007
Customer Salutation:
Customer First Name: Ariete
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: 4USBU53576[REDACTED]
VIN 7: LX01346
Invoice Number/RO Number: 205404
Call Disposition Code: CMP
Call Date: 12/11/2007
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: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 50
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 SHE WOULD LIKE A CALL FROM BMW NA BECAUSE THE SERVICE HAS BEEN AWFUL AT THIS CENTER. THIS WILL BE HER LAST BMW BECAUSE THEY COULD NOT FIX THE NOISE. SHE HAS HAD THE VEHICLE IN MANY TIME FOR THE NOISE, WHICH THE REGIONAL TECHNICIAN SAYS IS NORMA

[Empty area for notes or comments]



Customer Service Request Detail # S00734900690

Activity Status:	Done	Activity Updated:	12/19/07 05:30AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/19/07 05:30AM	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:	1/4/08 03:09AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:09AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code s		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00735104458

Customer

Name: Ms Lance [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #: [REDACTED]
 Cell #:
 Street Address: [REDACTED]
 Apt/Ste:
 City/State/Zip: SOUTH SAN FRANCISCO, CA [REDACTED]

Service Request

Service Request #: S00735104458
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/17/07 02:43AM
 Created By: ISKY, AAARA
 Rep Assigned: ISKY, AAARA
 Date Assigned: 12/17/07 02:43AM
 Assigned Dealer:
 Identified Dealer: Peter Pan BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/4/08 03:02AM
 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): L [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: Z4 Roadster 3.0si
 Mileage:
 Sale: 9/23/07 12:00AM
 In Service Date: 12/18/06 12:00AM
 Production Date: 7/26/06 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
Satisfied call attempts. iSky survey closed.

Attachments

File Name	Comments



Customer Service Request Detail # S00735104458

Activity Status:	Done	Activity Updated:	12/17/07 02:43AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/17/07 02:43AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/17/07 02:43AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
--------------------------------	------------------------------	---------------------------------

Transaction Reason: New Survey
iSky Survey Id: 055026780801
Survey Type: Phone
Dealer Code: 04251
Service Advisor SSN: 8139
Service Advisor Cust Pay Code: 163
Service Advisor First Name: PETER
Service Advisor Last Name: SCALLAN
Service Tech SSN: 0034
Service Tech Cust Pay Code: 94
Service Tech First Name: Trevor
Service Tech Last Name: Smith
Repair Date: 12/06/2007
Customer Salutation:
Customer First Name: Lance
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone:
VIN 1: 4USBU535X6L [REDACTED]
VIN 7: LW92187
Invoice Number/RO Number: 339688
Call Disposition Code: CMP
Call Date: 12/12/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 25
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
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: 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 BROUGHT HIS VEHICLE TO THE CENTER FOR MORE THAN ONE PROBLEM TO BE FIXED, BUT THE CENTER ONLY FIXED ONE PROBLEM. HE IS OVERALL DISSATISFIED BECAUSE THEY TOLD HIM THAT THE PROBLEMS WITH HIS VEHICLE WERE NORMAL WHEREAS THE CUSTOMER FEELS OTHERWISE. HE



Customer Service Request Detail # S00735104458

Activity Status:	Done	Activity Updated:	12/19/07 05:34AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	12/19/07 05:34AM	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:	1/4/08 03:02AM
Activity Type	Final Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:02AM	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 # S00735503658

Customer

Name: Mrs Kristina A [REDACTED]
 Preferred Communication Method:
 Work #:
 Home #:
 Cell #:
 Street Address:
 Apt/Ste:
 City/State/Zip: SHUBUTA, MS [REDACTED]

Service Request

Service Request #: S00735503658
 Brand: BMW
 Type: iSky
 Current Status: Closed
 Date Opened: 12/21/07 01:16AM
 Created By: ISKY, AAARA
 Rep Assigned: Gammon, Jason
 Date Assigned: 1/15/08 11:41AM
 Assigned Dealer:
 Identified Dealer: Sunbelt BMW
 Date Resolved:
 Resolve Rep:
 Date Closed: 1/15/08 11:42AM
 Close Rep: Gammon, Jason
 Issue Note: iSky Customer Service Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US): L [REDACTED]
 Chassis # (Non - US):
 Year: 2006
 Model: Z4 Roadster 3.0i
 Mileage:
 Sale: 9/9/06 12:00AM
 In Service Date: 9/9/06 12:00AM
 Production Date: 8/21/06 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
cust advsd did not req cb, writer thanked for time

Attachments

File Name	Comments



Customer Service Request Detail # S00735503658

Activity Status:	Done	Activity Updated:	12/21/07 01:16AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	12/21/07 01:16AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 12/21/07 01:16AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055026857983
Survey Type:
Dealer Code: 96822
Service Advisor SSN: 14
Service Advisor Cust Pay Code: 14
Service Advisor First Name:
Service Advisor Last Name:
Service Tech SSN: 1
Service Tech Cust Pay Code: 1
Service Tech First Name:
Service Tech Last Name:
Repair Date: 12/07/2007
Customer Salutation:
Customer First Name: Kristina
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 1: 4USBU335X6LW [REDACTED]
VIN 7: LW69478
Invoice Number/RO Number: 76080
Call Disposition Code: CMP
Call Date: 12/17/2007
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 75
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 SHE VISITED THE CENTER TO HAVE SIRIUS RADIO INSTALLED. SHE SAID SHE FEELS THE VEHICLE SHOULD HAVE COME FROM THE FACTORY THIS WAY.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
Unadjusted Q3a Answer:
Unadjusted Q5a ...



Customer Service Request Detail # S00735503658

... Answer: Unadjusted Q6a Answer:		...	
Activity Status:	Done	Activity Updated:	1/4/08 03:24AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	1/4/08 03:24AM	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:	1/4/08 04:38PM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/4/08 04:37PM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	wrong #		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/8/08 05:22PM
Activity Type	Customer Interaction	Activity Updated By:	Ellis, Jeremy
Activity Assigned To:	Ellis, Jeremy	Email From:	
Activity Created:	1/8/08 05:19PM	Email To:	
Activity Created By:	Ellis, Jeremy		
Activity Description:	Number provided was customer mothers number. Mother adv to contact cust at home number		
Note Created:	Note Created By:	Note Type:	
Activity Status:	Done	Activity Updated:	1/15/08 11:42AM
Activity Type	Customer Interaction	Activity Updated By:	Gammon, Jason
Activity Assigned To:	Gammon, Jason	Email From:	
Activity Created:	1/15/08 11:41AM	Email To:	
Activity Created By:	Gammon, Jason		
Activity Description:	cust advsd did not req cb, writer thanked for time		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00813501050

Customer

Name:	Ms Sandra L [REDACTED]
Preferred Communication Method:	[REDACTED]
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	[REDACTED]
Street Address:	[REDACTED]
Apt/Ste:	[REDACTED]
City/State/Zip:	JOHNSTOWN, PA [REDACTED]

Service Request

Service Request #:	S00813501050
Brand:	BMW
Type:	iSky
Current Status:	Closed
Date Opened:	5/14/08 12:40AM
Created By:	ISKY, AAARA
Rep Assigned:	Fitzgibbons, Jeff
Date Assigned:	5/15/08 05:19PM
Assigned Dealer:	
Identified Dealer:	Laurel BMW
Date Resolved:	
Resolve Rep:	
Date Closed:	5/15/08 05:19PM
Close Rep:	Fitzgibbons, Jeff
Issue Note:	iSky Customer Sales Alert. This service request is still open. For details see the open comments.

Vehicle

Chassis # (US):	L [REDACTED]
Chassis # (Non - US):	
Year:	2008
Model:	Z4 Roadster 3.0si
Mileage:	
Sale:	4/14/08 12:00AM
In Service Date:	4/14/08 12:00AM
Production Date:	3/20/08 12:00AM

Code Descriptions

SR Code	SR Code Desc	Main Group	Defect Code	Defect Code Desc
SV29	SERVICE - PRODUCT ISSUE	BODY EQUIPMENT	5100	Body Interior - Mirrors, Locks, Windows
SV29	SERVICE - PRODUCT ISSUE	GENERAL	0000	GENERAL
SV29	SERVICE - PRODUCT ISSUE	Radio, CD, OBC, Nav, Alarm	6500	Radio, CD, OBC, Nav, Alarm, Airbag
SL25	iSKY Sales Corporate Alert	GENERAL	0047	ISKY DEALER SALES ALERT

Solution Notes

Solution
survey complete

Attachments

File Name	Comments



Customer Service Request Detail # S00813501050

Activity Status:	Done	Activity Updated:	5/14/08 12:40AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/14/08 12:40AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Sales Alert		

Note Created: 5/14/08 12:40AM	Note Created By: ISKY, AAARA	Note Type: Customer Interaction
-------------------------------	------------------------------	---------------------------------

Transaction Reason: New Survey
iSky Survey Id: 055028344977
Survey Type: Phone
Dealer Code: 66390
Sales Advisor Id: 0000018503
Sales Advisor First Name: BETH
Sales Advisor Last Name: BAILEY
Retail Date: 04/14/2008
Customer Salutation: ms.
Customer First Name: Sandra
Customer Last Name: [REDACTED]
Customer Middle Name: L
Customer Suffix:
Customer AM Phone: [REDACTED]
Customer PM Phone: [REDACTED]
VIN 17: 4USBU53518[REDACTED]
VIN 7: LX04780
Call Disposition Code: TPI
Call Date: 05/07/2008
Q1 Initial contact experience for this purchase
Unadjusted Q1 Score: 75
Q2 Handling of purchase/lease transaction
Unadjusted Q2 Score: 75
Q3 Explanation of product, features, and controls
Unadjusted Q3 Score: 100
Q4 Explanation of ownership benefits (warranty, full maintenance, roadside assist)
Unadjusted Q4 Score:
Q5 New BMW clean and trouble-free at delivery
Unadjusted Q5 Score: 100
Q6 Fulfillment of all commitments
Unadjusted Q6 Score:
Q7 Respectful and courteous treatment
Unadjusted Q7 Score:
Q8 Overall Satisfaction
Unadjusted Q8 Score:
Q9 Recommend center to a friend
Unadjusted Q9 Score:
Unadjusted Q10 Answer:
Unadjusted Q11 Score:
Customer Comments: TPI NAME: ROBERT WISE. CUSTOMER STATED HE HAD IT FOR THREE WEEKS AND IT HAS BEEN IN THE SHOP FOR 10 DAYS OF THOSE THREE WEEKS. THIS WAS TO CORRECT THE PROBLEMS WITH THE VEHICLE WHEN IT CAME IN. HAD TO REPLACE TIRE PRESSURE SENSOR, THE CUP HOLDER. HAD TO ORDER AND REPLACE THE DRIVE MOTOR AND DRIVE CABL

[REDACTED]



Customer Service Request Detail # S00813501050

Activity Status:	Done	Activity Updated:	5/15/08 05:10PM
Activity Type	Initial Customer Contact	Activity Updated By:	Fitzgibbons, Jeff
Activity Assigned To:	Fitzgibbons, Jeff	Email From:	
Activity Created:	5/15/08 05:04PM	Email To:	
Activity Created By:	Fitzgibbons, Jeff		
Activity Description:	Discussed survey feedback.		

Note Created:	Note Created By:	Note Type:



Customer Service Request Detail # S00814902878

Customer

Name:	Mr Michael L [REDACTED]
Preferred Communication Method:	
Work #:	
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	APT 116
City/State/Zip:	REDMOND, WA [REDACTED]

Service Request

Service Request #:	S00814902878
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/28/08 01:10AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/28/08 01:10AM
Assigned Dealer:	
Identified Dealer:	BMW of Bellevue
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):	L [REDACTED]
Chassis # (Non - US):	
Year:	2006
Model:	Z4 Roadster 3.0si
Mileage:	
Sale:	10/12/06 12:00AM
In Service Date:	5/25/06 12:00AM
Production Date:	3/29/06 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

Attachments

File Name	Comments



Customer Service Request Detail # S00814902878

Activity Status:	Done	Activity Updated:	5/28/08 01:10AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/28/08 01:10AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/28/08 01:10AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028863037
Survey Type:
Dealer Code: 10732
Service Advisor SSN: 2546
Service Advisor Cust Pay Code: 1116
Service Advisor First Name: Dean
Service Advisor Last Name: Faciane
Service Tech SSN: 5802
Service Tech Cust Pay Code: 1008
Service Tech First Name: MARK
Service Tech Last Name: BUNGER
Repair Date: 05/20/2008
Customer Salutation:
Customer First Name: Nicole
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM [REDACTED]
Customer PM Phone:
VIN 17: 4USBU535X6L [REDACTED]
VIN 7: LW91380
Invoice Number/RO Number: 712964
Call Disposition Code: CMP
Call Date: 05/23/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 50
Q4 Explanation of work performed
Unadjusted Q4 Score: 100
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 THEY HAD TO ORDER
SOME PARTS SO NOW SHE HAS TO GO BACK. THEY DID NOT HAVE
A LOANER AVAILABLE AND DID NOT OFFER ANY OTHER TYPE OF
TRANSPORTATION. THEY ARE STILL WAITING ON PARTS TO
ARRIVE.
Unadjusted Q1a Answer:
Unadjusted Q1a Other Comments:
...



Customer Service Request Detail # S00814902878

... Unadju		...	
Activity Status:	Done	Activity Updated:	5/30/08 03:02AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	5/30/08 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:	6/27/08 04:15AM
Activity Type	Customer Interaction	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/27/08 04:15AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #2. Call code f		
Note Created:	Note Created By:	Note Type:	



Customer Service Request Detail # S00815205898

Customer

Name:	Mr Terrell R [REDACTED]
Preferred Communication Method:	
Work #:	[REDACTED]
Home #:	[REDACTED]
Cell #:	
Street Address:	[REDACTED]
Apt/Ste:	
City/State/Zip:	ELOY, AZ [REDACTED]

Service Request

Service Request #:	S00815205898
Brand:	BMW
Type:	iSky
Current Status:	Open
Date Opened:	5/31/08 02:02AM
Created By:	ISKY, AAARA
Rep Assigned:	ISKY, AAARA
Date Assigned:	5/31/08 02:02AM
Assigned Dealer:	
Identified Dealer:	Reeves Import Motorcars, Inc.
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):	L [REDACTED]
Chassis # (Non - US):	
Year:	2007
Model:	Z4 Roadster 3.0i
Mileage:	
Sale:	5/19/07 12:00AM
In Service Date:	5/19/07 12:00AM
Production Date:	11/14/06 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

Attachments

File Name	Comments



Customer Service Request Detail # S00815205898

Activity Status:	Done	Activity Updated:	5/31/08 02:02AM
Activity Type	Customer Interaction	Activity Updated By:	ISKY, AAARA
Activity Assigned To:	ISKY, AAARA	Email From:	
Activity Created:	5/31/08 02:02AM	Email To:	
Activity Created By:	ISKY, AAARA		
Activity Description:	iSky Customer Service Alert		

Note Created: 5/31/08 02:02AM

Note Created By: ISKY, AAARA

Note Type: Customer Interaction

Transaction Reason: New Survey
iSky Survey Id: 055028905169
Survey Type: Phone
Dealer Code: 24399
Service Advisor SSN: 3307
Service Advisor Cust Pay Code: DN
Service Advisor First Name: DIETER
Service Advisor Last Name: NICKELSBERG
Service Tech SSN: 1928
Service Tech Cust Pay Code: 003
Service Tech First Name: Zac
Service Tech Last Name: Cade
Repair Date: 05/23/2008
Customer Salutation:
Customer First Name: Terrell
Customer Last Name: [REDACTED]
Customer Middle Name:
Customer Suffix:
Customer AM Phone: [REDACTED]
VIN 17: 4USBU33517L [REDACTED]
VIN 7: LW70648
Invoice Number/RO Number: 109794
Call Disposition Code: CMP
Call Date: 05/28/2008
Q1 Satisfaction with getting a Service Appointment
Unadjusted Q1 Score: 75
Q2 Respectful and courteous treatment
Unadjusted Q2 Score: 100
Q3 Agreed-upon work completed by time promised
Unadjusted Q3 Score: 75
Q4 Explanation of work performed
Unadjusted Q4 Score:
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 THE CENTER CALLED
BMW REGARDING A FAULT CODE THEY HAD NOT SEEN BEFORE,
BUT THEY DID NOT GET A RETURN CALL FROM BMW. THE CENTER
WAS VERY PATIENT AS THEIR HANDS WERE TIED WAITING FOR
BMW TO CALL BACK, BUT THEY HAVE NOT RECEIVED A CALL BACK
TO DA



Customer Service Request Detail # S00815205898

Activity Status:	Done	Activity Updated:	6/3/08 04:41PM
Activity Type	Initial Customer Contact	Activity Updated By:	Dickerson, Micah
Activity Assigned To:	Dickerson, Micah	Email From:	
Activity Created:	6/3/08 04:41PM	Email To:	
Activity Created By:	Dickerson, Micah		
Activity Description:	recep. who answered phone advsd wrong #.		

Note Created:	Note Created By:	Note Type:

Activity Status:	Done	Activity Updated:	6/4/08 03:03AM
Activity Type	Initial Customer Contact	Activity Updated By:	GenSurvey, fm
Activity Assigned To:	GenSurvey, fm	Email From:	
Activity Created:	6/4/08 03:03AM	Email To:	
Activity Created By:	GenSurvey, fm		
Activity Description:	Davox call attempted. Attempts #1. Call code 05		

Note Created:	Note Created By:	Note Type: