

**BMW Car Club of America
Board Conference Call
April 7, 2020**

Tuesday, April 7, 2020

1. Call to Order

The conference call was called to order by President Steve Johnson at 7:04 PM EST.

2. Attendees

Board Members: Steve Johnson, President; Eddy Funahashi, Executive Vice President; Darlene Doran, Secretary; Brian Thomason, Treasurer; Tim Beechuk, North Central RVP; Jeff Gomon, Central RVP; Jeff Caldwell, North Atlantic RVP; Dwayne Mosley, South Atlantic RVP and Jeff Cowan, Pacific RVP.

National Office and Roundel: Frank Patek, Executive Director; Heather Tollison, Director of Financial Operations; Stephen Elliott, Director of IT; Len Rayburn, Creative Director; and Chris Hennecy, Director of Marketing

Chairs: Steve Stepanian, DEC; Shaun McKenzie, Club Race and Leslie Moyer, Recognition Committee

3. Update

M Gruppe

Adriana Diesen the founder of the M Gruppe is continuing her efforts to obtain a charter for M Gruppe as an official club. In spite of her previous communication indicating that she no longer desired an affiliation with BMW CCA and was going so far as to shut down the M Gruppe.

She was requesting to be placed under the same rules as BMW Classic & Type Clubs. This is how the Classic & Vintage Club runs their club. They would not fall under our umbrella. They would for all intents and purposes operate as their own organization. She has insisted on receiving the same benefits from BMW that are accorded to BMW CCA – meaning the Rebate Program. To become an official club Adriana will need to obtain status as a 501C7 from the IRS. It is time that we look very closely at the 19th Century business model we are operate under. We have to bring our business model into the 21st Century. The RVP structure representing landmasses is no longer sufficient and/or appropriate for today. We should be organized with RVP level positions that reflect the interests of the significant membership groups within the club.

CCA Business Model

We need to give serious consideration to expanding the board to include people who would have the sole responsibility of advocating and helping to organize these special interest groups, which are now significant. The 2002 group is going to be very large coming in the door. If we had an M Chapter it would also be a very large group

**BMW Car Club of America
Board Conference Call
April 7, 2020**

as well. If that is necessary, then it's necessary. We have to finally get with the times and leap ahead. We are in the "me" world more than ever before.

CCA Events

Legends of the Autobahn

Frank Patek reports that the Legends of the Autobahn have been suspended for 2020. All corrals are being taken in house by Laguna management forcing an end to our long running Festorics corral and hospitality experience.

The Vintage

Scott Sturdy has postponed the event until October 2020.

MiX

Frank Patek reports this event should be an annual event on the east and west coasts, with a connection to the Performance Centers.

Chris Hennecy reports there has been event interest around M and X vehicles. We have wanted to use our Headquarters for events, so we don't have to rent space. Many people want to come to Greenville/Spartanburg as we have so many attractions, i.e. Performance Center, Factory, CCA Headquarters, Foundation Museum and Zentrum. Chris has provided some ideas for several events. One-day for M cars and X vehicles – MX1 BMW CCA Enthusiast Day; Friday & Saturday event for M cars and X vehicles – MX BMW CCA Enthusiast Weekend; and last One-day "Regional Event for M cars, i Brand and X vehicles" BMW re MiX. The \$99.00 program at the Performance Center received a great amount of attention and modeling these events similarly I feel will generate interest. Have the program in late summer early fall. Do we send out teasers on the event or hold in our back pocket.

Frank indicated that if we have this event at the Headquarters, we have no housing and travel costs for staff, which will save a tremendous amount of money.

Club Racing

Shaun McKenzie reports they have four (4) events scheduled for May, Races at Mid-Ohio and Barber Motorsport Park, Time Trials in Colorado and Club Race school in Texas. Most likely these events will not take place. Shaun has been updating the community on a 30-day rolling basis. Club Racing has checked in with Mid-Ohio and PCA group is still planning to run that race. There has been no push back from Heart of Dixie (Barber Motorsport - Race), Rocky Mountain Chapter (Great Plains - Time Trials) or the Lone Star racing school in Texas. In June we have a race at NJMP on June 7-8, 2020, in New Jersey. Shaun feels there are going to be a lot of folks who will not want to go out just yet. We have a racing school at Mosport on June 5-7, the issue there is that the border is closed and if it's not opened we will have folks from the US unable to attend. Shaun predicts that Club Race will not open until July 1, 2020. Steve Johnson asked when Shaun would announce that all Club Race events will not resume until June 1, 2020. Shaun responded as soon as BMW CCA makes their announcement.

**BMW Car Club of America
Board Conference Call
April 7, 2020**

Motion: Jeff Caldwell made a motion to extend cancellation of all events thru June 1, 2020. Jeff Gomon seconded the motion. Motion passes 9-0.

BimmerLife

Len Rayburn reports he has a couple of suggestions for the board. The BimmerLife publication has its biggest impact as a physical product. An electronic version is a different ball game. We have two (2) options available to us. The first is at no cost and called Readly. This is not exclusive to CCA members; it's open to the public if they subscribe to that service. The cost is \$10/mo. Readly, has approximately 4,000 online publications and could be a source of revenue. All they asked was for CCA to combine all 5 regional publications into 1, which has been completed. We have reviewed the contracts and could jump on this right away.

The other option is more complicated, as there are a couple of ways to approach this. Roundel is a facsimile version which means it's a digital representation of the magazine as it was printed. We pay for that, it's archived back to 2002, they index all the text so it's searchable and keep it organized and costs CCA about \$1,000.00/month to maintain and add more additions to it.

For the "page-flip" (a.k.a facsimile) version, about the cheapest we can get that as a service the \$79 a month and we can have that behind the login or make it public. I'm also looking at software / plug-ins that would be a one-time cost to let us create our own (prob about \$300 or so for the software, but I want to check compatibility to make sure it's not some obsolete tech. If I'm able to find a solid solution, I'll submit it to Frank and the board for approval).

A responsive conversion to be mobile-friendly would be closer to \$1000 a month (based on our quotes from e-magazines and Publication Printers), which is what I advise against since BL does best as a physical version. Just part of that money will let us update the BL website design and functionality to have more impact as a "always current, always available" BMW news and enthusiast site.

Finances

Heather Tollison reports our Line of Credit is up for renewal, we are getting all paperwork finalized. Heather feels that people have adjusted to the pandemic situation and are making purchases now. Advertiser and sponsorship payments continue to come in. Frank indicated Heather and Chris have been working hard on marketing the merchandise inventory we have available. Heather and Steven processed over 100 orders in 1-day, with revenue of \$11-12,000.00.

DEC

Steve Stepanian reports the ITS for California is now cancelled for June. Steve feels this pandemic will carry into July. The DE Operations Manual is done, there are a few additional clean-ups that need to be done and will be submitted to the board shortly, so it can be voted on at the next meeting.

**BMW Car Club of America
Board Conference Call
April 7, 2020**

IT

Stephen Elliott reports he and Dwayne have been discussing ways to keep our video conferences secure. Our current system puts you in a chapter by zip code when you renew. We are trying to keep what you have existing already, for both chapter and non-geo chapters.

Annual Meeting

Frank Patek reports we will be holding our annual meeting via video conference. A date will be announced soon.

4. Adjourn at 8:35 PM EST

Motion: Darlene Doran made a motion to adjourn the conference call. Jeff Gomon seconded the motion. Motion passes 9-0.

**BMW Car Club of America
Board Conference Call
May 6, 2020**

Wednesday, May 6, 2020

1. Call to Order

The conference call was called to order by President Steve Johnson at 7:10 EST.

2. Attendees

Board Members: Steve Johnson, President; Eddy Funahashi, Executive Vice President; Darlene Doran, Secretary; Brian Thomason, Treasurer; Tim Beechuk, North Central RVP; Jeff Gomon, Central RVP; Jeff Caldwell, North Atlantic RVP; Dwayne Mosley, South Atlantic RVP and Jeff Cowan, Pacific RVP.

National Office and Roundel: Frank Patek, Executive Director; Heather Tollison, Director of Financial Operations; Chris Hennecy, Director of Marketing; Len Rayburn, Creative Director; Stephen Elliott, IT Director and Satch Carlson, Roundel Editor-in-Chief.

Chairs: Steve Stepanian, DEC; Shaun McKenzie, Club Race and Leslie Moyer, Recognition Committee

3. Update

Financial Status

Heather Tollison reports prior to the meeting she forwarded the April 2020 financial information. As far as membership numbers we are on track for a membership loss. We have gained 233 members in the month of April. We have only had two (2) members call to cancel their membership due to COVID-19, the amount returned between the two members was less than \$45.00.

As far as cash flow we are doing okay. We are current with all payables thus far, however our accounts receivable is low. We have a couple advertisers Michael Slaff has just brought who have not paid yet. Most of our money is in deferred membership dues. Currently we are at \$1.4M higher than this time in 2019. This is due to our membership push in January before the dues increase.

Our merchandise sales are low, due to no events for 2020. There is 50th Anniversary merchandise available. We are creating bundled packages using inventoried merchandise.

Club Racing has eighty (80%) percent of their receivables still outstanding. Shaun McKenzie is concerned about collecting since there have been no events for 2020, especially Tire Rack.

**BMW Car Club of America
Board Conference Call
May 6, 2020**

The Foundation is two (2) months outstanding with their payment for payroll and IT services.

Insurance is high due to no events being held for 2020. Lockton will be directing a rebate credit to our account due to the COVID-19 pandemic.

Our travel expenses are down, and we will not incur any education and training expenses for 2020 as Congress has been cancelled.

We have a 2002 grill badge for the 2002 Chapter, which will net BMW CCA approximately \$13,000.00.

Our deadline with Chase has been extended through October 2020. Stephen Elliott is trying to find ways to save money in the IT department.

Brian Thomason indicated we will need to find ways to reduce expenses for 2020. Currently, travel is not an issue with the pandemic. BMW CCA is on an accrual basis accounting which means we recognize income when it is earned and billed, not when it comes in the door. We need to look at board meeting travel for later in the year as they are very expensive. We have a lot of deferred revenue out there right now and with the inability to hold events we are not providing a lot of services.

Roundel

Frank Patek reports we have done everything possible about cutting costs for the Roundel. Our newest issue is content procurement, not being able to send writers out to gather information for a story. One option we have is to cut out some pages. We could cut out a signature which is 16 pages and see a cost savings of \$8 – 10K per issue with postage and printing. If we delete a signature the magazine would drop from 128 with covers to 112 with covers beginning June issue.

Satch Carlson reports he has an issue full of stories regarding the European Delivery which now has been cancelled. Frank Patek reports BMW CCA needs to take advantage of the loss of this program. If CCA once a year put together a package we could probably arrange for a group to go to Germany and pick up their cars. Satch feels if we work with the BMW Performance Center on vehicle deliveries it would be a great recruitment tool.

Len Rayburn reports the advertising billed for the last four (4) months has been declining between \$4-6K a month. Our Roundel advertising billed in April was \$40,633 and received \$31K.

Losing a signature whether temporary or permanent will be a cost savings and a good business decision. If we can do without cutting any of the meat of the magazine, most members will not notice. Satch recommends that we only change one item of the magazine at a time. The signature is the first to be changed and then maybe the weight of cover and pages, but not at the same time.

**BMW Car Club of America
Board Conference Call
May 6, 2020**

Motion: Jeff Caldwell made a motion to remove a signature (16 pages) from the Roundel beginning with the June 2020 issue and running through the December 2020 issue. Brian Thomason seconded the motion. Motion passes 8-1 absent

Virtual Events

Some ideas during the pandemic are scavenger hunts without seeing or touching anyone from your car and post results online. Chris Hennecy has a telephone call with BMW's Octagon, and they want to do some virtual meet and greet with the BMW RLL team drivers.

Club Race

Shaun McKenzie reports they had 30 events scheduled for 2020 and four (4) have been cancelled. We have managed to move racing schools out and push races out as well. If it is possible to reschedule the Mid-Ohio event and if we will only have 3 events cancelled for the year. Shaun has been in contact with the sponsors and there has been no indication of a rebate from any of them. The Heartland event has been moved to October 11, 2020, so with that we only have 2 cancelled events. There is an event the 3rd week of June at Roebling Road which is a Peachtree event and they are planning on running the event. Will BMW CCA have guidance for Club Race regarding the Peachtree event? Shaun has put together some COVID guidelines for the racers to follow. Brian Thomason requested that Shaun make price adjustments to the registration fees to cover the additional personal protection protocol measures.

DEC

Steve Stepanian reports we need to let each chapter follow the mandate of the State & local government(s). Steve feels we also need PPE as in nitrile gloves, hand sanitizer or sanitizing wipes. It is important not to share hand off items such as pens, paper forms, etc. Each chapter should provide their own PPE to participants and include that cost into their individual budget. All board members now have the revised DEC Operations Manual for review, but there will be some changes made from input provided. Our minimum standards regarding ambulances ALS or BLS on scene upgraded, the key is capability of transporting injured parties appropriately. Medical forms should be removed from our minimum standards. Steve further suggests implementation of wrist bands that allow drivers to personally place medical information with the driver's specific condition(s), meds and any allergies.

In-Person Board Meeting

Frank Patek reports our only "in-person" board meeting for 2020 will be during O'Fest Forever in California, if the event is permitted. We as a board need to pick which side of O'Fest we want to have our board meeting on. If the meeting is held post event, the staff will be unavailable to attend.

MX1 Event

Frank Patek indicated the individuals who will be compensated for this event are President, EVP, Secretary, Central RVP and South Atlantic RVP.

**BMW Car Club of America
Board Conference Call
May 6, 2020**

Special Thanks

Steve Johnson and Frank Patek want to thank Jeff Gomon and Darlene Doran for taking the ball and running with the charters of the M Chapter and X Chapter.

Ombudsmen

Dwayne Mosley reports he has two (2) individuals who have stepped up for the upcoming vacancies on this committee.

4. Adjourn at 9 PM EST

Motion: Steve Johnson made a motion to adjourn the conference call. Jeff Gomon seconded the motion. Motion passes 8-1 absent

**BMW Car Club of America
Board Conference Call
May 13, 2020**

Wednesday, May 13, 2020

1. Call to Order

The conference call was called to order by President Steve Johnson at 7:02 EST.

2. Attendees

Board Members: Steve Johnson, President; Eddy Funahashi, Executive Vice President; Darlene Doran, Secretary; Brian Thomason, Treasurer; Tim Beechuk, North Central RVP; Jeff Gomon, Central RVP; Jeff Caldwell, North Atlantic RVP; Dwayne Mosley, South Atlantic RVP and Jeff Cowan, Pacific RVP.

National Office and Roundel: Frank Patek, Executive Director

Chairs: Steve Stepanian, DEC

3. Update

COVID-19

BMW CCA has indicated that no insurance coverage will be provided for event prior to June 1, 2020. Chapters are wondering if the mandate is going to be extended by CCA. The board is going to adhere to the original decision of no events prior to June 1, 2020. Our excess liability policy does not cover such items as virus issues, i.e. COVID. We will need to adjust come June 1, 2020 with our decision. CCA will notify all chapters will need to follow their state and local guidelines regarding holding events after June 1, 2020.

DEC

Steve Stepanian reports there will be a webinar on May 21, 2020 for chapter officers regarding safe practices when event resume. Steve has a conference call with the DEC committee to further discuss the lead follow & observational corner coaching as well as two (2) other methods to add to the Driving events manual. Once events resume, the social distancing is going to be a challenge for HPDE events, both on the student and instructor side. In-car communications with a multiple number of cars and instructors will be an issue for effectiveness. An idea would be to have a set of prearranged signals for all participants to know prior to going on track. The instructor needs to be aware of calls behind him. Lead follow there are only two (2) way to communicate, hand signals from car and verbally. Steve Stepanian prefers the radios in vehicles. It's the simplest and least confusing. Steve's concern is he is not sure if all chapters can afford them. Steve will send out the changes to the Driving Events Operations Manual with the proper wording for the board's final approval.

**BMW Car Club of America
Board Conference Call
May 13, 2020**

O'Fest Forever / In Person Board Meeting

Frank Patek reports our only in person board meeting for 2020 will be during O'Fest Forever in California if the event is permitted. We as a board need to pick which side of O'Fest we want to have our board meeting on. If the meeting is held post event, the staff will be unavailable to attend. Steve Johnson reports this is our largest event time bomb regarding COVID. We have a block of 200 rooms per night and a \$60K F&B contract with the facility. If we were to cancel this event right now, we would have to write a check to the facility. We can make social distancing work for this event. What we may not be able to make work is the car show downtown in a four (4) block radius area. The event registration will open June 15, 2020. The facility has furloughed staff until June 1, 2020. Once the facility does reopen, they will be allowed up to 25% occupancy. Many of our concerns are what the California government will have in place at the time of our event. Will we be able to have a buffet, carving stations or only plated meals?

MX1 Event

Steve Johnson indicated the only person who will be compensated for the MX1 event will be Jeff Gomon and Dwayne Mosley. Jeff Gomon communicated to Steve that Darlene has done much of the heavy lifting for the M and X non-geographical chapters. Steve responded that he expected nothing less from Darlene. Frank Patek indicated the individuals who will be compensated for this event are President, EVP, Secretary, Central RVP and South Atlantic RVP. People are very eager to attend this event and we have sold out and added time slots due to high participation. CCA has a small block of rooms at the Marriott at \$119 per night and includes breakfast. We only have an M School scheduled at the Performance Center for Friday.

Roundel

Frank Patek reports we have cut out a signature which is 16 pages which will be a cost savings of \$8 – 10K per issue with postage and printing. Nothing was cut except for the missing advertising pages which we did not have.

Ombudsmen

Dwayne Mosley reports he has two (2) individuals who have stepped up for the upcoming vacancies on this committee.

4. Adjourn at 8:32 PM EST

Motion: Steve Johnson made a motion to adjourn the conference call. Jeff Gomon seconded the motion. Motion passes 9-0

**BMW Car Club of America
Board Conference Call
June 24, 2020**

Wednesday, June 24, 2020

1. Call to Order

The conference call was called to order by President Steve Johnson at 7:06 PM EST.

2. Attendees

Board Members: Steve Johnson, President; Eddy Funahashi, Executive Vice President; Darlene Doran, Secretary; Brian Thomason, Treasurer; Tim Beechuk, North Central RVP; Jeff Gomon, Central RVP; Jeff Caldwell, North Atlantic RVP; Dwayne Mosley, South Atlantic RVP and Jeff Cowan, Pacific RVP.

National Office and Roundel: Frank Patek, Executive Director; Heather Tollison, Director of Financial Operations; and Chris Hennecy, Director of Marketing

Chairs: Steve Stepanian, DEC

Guest: Kristy Heath, VP Global Accounts, ConferenceDirect

3. Update

O'Fest Forever

Kristy Heath, Vice President at Conference Direct reports that LaQuinta Resort was scheduled to open July 1, which has now been delayed to August 1. Kristi concurred with the board that a gathering the size of Ofest Forever would not be advisable under the current situation. The fairgrounds where we planned to hold the AutoX, Car Control Clinic and Michelin Drive and Compare will not be available to CCA for use due to the increased cases of COVID-19. It is possible that the cancelled event will be held one week later in September of 2022 at LaQuinta Resort, Palm Springs, California.

Raffle

Chris Hennecy reports we are ahead by 2,000 tickets sold ahead of last year and 900 tickets sold ahead of the all-time record pace. The first special drawing end on Friday, June 26, 2020. We keep the momentum going and have a great raffle year. Chris and Heather have some ideas to generate revenue with merchandise.

Motion: Steve Johnson made a motion to cancel O'Fest Forever 2020 due to forced measures due to the global pandemic COVID-19. Darlene Doran seconded the motion. Motion passes 9-0

4. Adjourn at 7:34 PM EST

Motion: Dwayne Mosley made a motion to adjourn the conference call. Darlene Doran seconded the motion. Motion passes 9-0

**BMW CCA ANNUAL Meeting
Greer, South Carolina
Saturday, March 30, 2019**

Minutes

1. *Call to Order*

The meeting was called to order by President Steve Johnson at 4:52 PM EST.

2. *Attendees*

Board Members: Steve Johnson, President; Eddy Funahashi, Executive Vice President; Darlene Doran, Secretary; Brian Thomason, Treasurer; Tim Beechuk, North Central RVP; Lou Ann Shirk, Outgoing North Atlantic RVP; Jeff Caldwell, New Jersey Chapter, North Atlantic RVP Elect; Dwayne Mosley, South Atlantic RVP; Jeff Gomon, South Central RVP and Jeff Cowan, Pacific RVP

National Office and Roundel: Frank Patek, Executive Director; Lindsey Branston, Director of Financial Operations; Chris Hennecy, Director of Corporate Relations; Stephen Elliott, IT Director; Len Rayburn, Creative Director; and Michael Slaff, *Roundel* Advertising.

BimmerLife: David Rose, Sandlapper Chapter and Alex Tock, San Diego Chapter.

Guests: Michael Washington, Smoky Mountain Chapter; Barbara Adams, Windy City Chapter; Larry Schettel, Windy City Chapter; Wendie Martin, Oregon Chapter; and Dohn Roush, Buckeye Chapter.

3. *Minutes*

The minutes of the 2018 Annual Meeting were approved at the Annual Board Meeting on March 30, 2019.

Motion: Steve Johnson made a motion to approve the 2018 Annual Meeting minutes, Dwayne Mosley seconded the motion. Motion passes unanimously.

4. *Treasurer's Report*

Brian Thomason presented the Report of Treasury and reported 2018 ended with \$275,124.65 expenses in excess of income and Member Equity of \$1,728,946.02.

Our 2018 funds available to be Set Aside for charitable, religious scientific, literary and educational purposes, in accordance with the IRS rules is \$42,952.00.

Motion: Steve Johnson made a motion to designate \$42,952.00 of 2018 revenue for IRS Set Aside purposes. Darlene Doran seconded the motion. Motion passes 9-0

5. Membership Report

Frank Patek, II BMW CCA Executive Director reported that membership as of the end of February was 65,665.

6. President's Report

- President Steve Johnson reports
 - ◆ BMW CCA membership is declining
 - ◆ 2018 expenses were in excess of revenue
 - ◆ We are very fortunate to have the hard working and dedicated staff at our National office and we sincerely thank them all.

7. Certification of National Election Results

Treasurer

Brian Thomason – Uncontested vote

Pacific Regional Vice President

Jeff Cowan – Uncontested vote

North Atlantic Regional Vice President

Lou Ann Shirk – 516

Jeff Caldwell - 593

8. Installation of New Officers

President Steve Johnson welcomed back Brian Thomason, Treasurer and Jeff Cowan, Pacific RVP and welcomed Jeff Caldwell, North Atlantic RVP of the BMW CCA.

Appointment of National Service Officers

President Steve Johnson announced the appointment of the 2019 National Service Officers as follows:

Technical Service Advisors

Carl O. Nelson - Chair

Brett Hurless

Jennifer Morgan

Dan Patzer

Robert Charlson

Oscar Velez

Paul Muskopf

Motion: Brian Thomason moved to approve the appointment of the 2019 Technical Service Officers. Motion was seconded by Tim Beechuk. Motion passes 9-0.

BMW CCA Ombudsmen

John Gamel - Chair

Barry Kleckner

David Levin

Motion: Tim Beechuk moved to approve the appointment of the 2019 Ombudsmen Officers. Motion was seconded by Dwayne Mosley. Motion passes 9-0

Driving Events Committee

Steve Stepanian - Chair
Bill O'Neill – North Atlantic
Scott Meyer – South Atlantic
Tim Beechuk - Board Liaison

Steve Stepanian – Pacific Region
Bruce Heersink – South Central
Fred Bell – North Central

Motion: Steve Johnson moved to approve the appointment of the 2019 Driving Events Committee. Motion was seconded by Eddy Funahashi. Motion passes 9-0

Recognition Committee

Ian Branston – Chair
Joe Vernon – Pacific Region
Leann Stokes – South Central Region
M. L. Hillard – North Central Region
Leslie Moyer – South Atlantic Region
Ian Branston – North Atlantic

Motion: Steve Johnson moved to approve the appointment of the 2019 Recognition Committee. Motion was seconded by Jeff Cowan. Motion passes 9-0.

Tech Committee

Ian Dunn- Chair
Athena Brekke
Alex Casey
Josh Butts

Motion: Steve Johnson moved to approve the appointment of the 2019 Tech Committee. Motion was seconded by Darlene Doran. Motion passes unanimously

Club Race

Scott Blazey

Motion: Steve Johnson made a motion to not appoint Gary Davis as the 2019 Club Race Chair, but have Scott Blazey serve as interim until one is appointed. Motion was seconded by Dwayne Mosley. Motion passes 9-0.

9. Resolution to change bank records to reflect current officers (if applicable)

None Required

10. Designation of location and time for 2020 Annual Meeting

First or Second Quarter 2020 – with no specific date or location

11. Adjournment at 5:30 PM EST

Motion: Tim Beechuk moved to adjourn the Annual Meeting and Jeff Cowan seconded the motion. Motion passes unanimously.

MEMBERSHIP REPORT

February-08	
Primary	66,252
Associate	9,687
Total	75,939

February-13	
Primary	61,853
Associate	7,735
Total	69,638

February-18	
Primary	58,571
Associate	7,682
Total	66,253

February-09	
Primary	64,693
Associate	9,537
Total	74,230

February-14	
Primary	62,284
Associate	7,894
Total	70,173

February-19	
Primary	58,310
Associate	7,355
Total	65,665

February-10	
Primary	62,807
Associate	9,305
Total	72,112

February-15	
Primary	61,680
Associate	7,855
Total	69,535

February-20	
Primary	63,369
Associate	9,098
Total	72,467

February-11	
Primary	61,201
Associate	8,833
Total	70,034

February-16	
Primary	61,607
Associate	7,963
Total	69,570

February -12	
Primary	60,693
Associate	8,410
Total	69,103

February-17	
Primary	61,220
Associate	7,835
Total	69,055

Service Officers 2020

Technical Service Advisors

Carl Nelson — Chair
Brett Hurless
Jennifer Morgan
Dan Patzer
Paul Muskopf
Robert Charlson
Oscar Velez

BMW CCA Ombudsmen

John Gamel — Chair
David Levin
Barry Kleckner

Driving Events Committee

Steve Stepanian — National Chairman
Steve Stepanian — Pacific Region
Bill O'Neill — North Atlantic Region
Fred Bell — North Central Region
Bruce Heersink — South Central Region
Scott Meyer — South Atlantic Region

Recognition

Leslie Moyer - Chair
Joe Vernon
LeAnn Stokes
M.L. Hilliard

Tech Committee

Ian Dunn — Chair
Josh Butts
Athena Brekke
Alex Casey

Ladies Committee

- Lou Ann Shirk, National
- Eileen Arnaud, North Atlantic
- Robin Warren, South Atlantic
- Eve Dolenski, North Central
- Janet Kiyota, Central
- Sue Fota, Pacific
- Jackie Bechek, Performance Center Liaison

Report of the BMW CCA Ombudsmen - 3/2019 to 3/2020 - FINAL

During this year, there were three BMW CCA member/volunteers serving as Ombudsmen: Barry Kleckner, David Levin and John Gamel. We had a very active period with seventy-seven inquiries initiated by members. The issues with which we dealt were diverse as were the vehicles about which the inquiries were made. Many members made inquiry about policies of BMW NA, various BMW Centers and in some cases suppliers of after-market parts and equipment.

Some of the more interesting situations were as follows:

1) We had a member from Indiana who was attempting to buy a 2019 M2 Competition, but two BMW Centers in his area were unable to obtain an allocation. We found a BMW Center in suburban Boston which was able to secure the vehicle for him, and it was shipped to him for delivery.

2) A member had a problem when he attempted to obtain a warranty engine replacement from a BMW Center. BMW NA initiated an investigation which determined that even though engine performance-enhancing software had been installed and removed, electronic evidence of its use remained, and the engine replacement cost was denied.

3) A member discovered that his new BMW had been listed as "sold" six days before he actually purchased the car. He was concerned about six days loss of warranty coverage.

4) Apple CarPlay was a source of concern for some members. BMW NA finally capitulated in early 2020 and agreed to make it a free service (as most other manufacturers had done) instead of charging \$80/year. We helped members with the complexities of the process.

5) A member with a long history of BMW ownership requested assistance with the failure of a Mini High Pressure Fuel Pump issue.

6) A member had an issue with body noises on his 328GT model BMW. One of us researched the issue extensively, and had a lengthy email exchange with the member before it was resolved successfully.

7) A member engaged in a lengthy exchange regarding his dealings with a BMW Center using social media provider FaceBook. He turned to us for assistance, but continued his campaign on FaceBook, despite our requests to desist. We have found that social media, and online forums make our work much more difficult.

8) A non-member of the BMW CCA attempted to write to the BMW Board of Directors in Germany over problems with an X5. Her request ended up with the BMW MOA which referred the matter to us. She was given advice and asked to join the BMW CCA. Outcome of that request is unknown.

9) A member purchased a CPO BMW 750 and after a year of driving the car discovered that non run-flat tires had been placed on the car before he bought it. He had no issues in 15,000 miles of driving, and wanted the tires replaced at no charge.

10) One of us worked with a member regarding an X5 with noise in the tailgate area. Research determined that the noise was the subject of a BMW Service Information Bulletin. The number of the SIB was supplied to the member, and he was offered the suggestion that he discuss the matter with the SM of the BMW Center.

11) With 5 months left on a 36 month lease on 2016 650 GC, a member was told that his warranty was running out. The Lease agreement noted the car as new (not demo). The member was unsuccessful in having BMW USA allow him to return the vehicle early since he insisted he would only drive a vehicle under warranty. To facilitate having warranty coverage the member leased new car from another BMW dealership and ended up with two lease payments. The member's decisions eliminated leverage to negotiate the terms of the new lease and we could not help him.

12) A member inquired for a "friend" that they were notified of a recall of a 2018 X1 that in the event of a crash, the insufficient impact absorption can increase the risk of injury. The friend was frightened to drive the car and literally parked it and did not feel safe driving their car and asked that the BMW Center either take back the car or provide her another BMW such as an X3 at a discount. We referenced her to a letter going out in July stating what "BMW knows the issue. At this point, there isn't a fix but BMW is working on it."

13) A member had an issue involving a new M3 which had apparent degradation of leather seating surfaces. Ombudsman contact with BMW NA resulted in the surfaces being replaced despite original negative decision by BMW NA.

In the majority of cases on which we work, we never receive any feedback regarding the effectiveness of our suggestions. We had a number of inquiries this year in which members advised that they planned to litigate various complaints. On these matters, we withdrew from participation.

We received substantial help from Mike Miller regarding certain older BMWs and service practices.

A Note to the Board from John:

Thank you all for allowing me to do this Ombudsman work with members. I looked back, and think I started doing it with Dwayne Mosley in 2008. It has been sometimes enjoyable, sometimes frustrating, but I think the overall effect was to help members. In the past year, I was asked by the Board of Directors of the BMW Motorcycle Owners of America to serve in a similar capacity, that is, as "Consumer Liaison." I've started doing that, and find the issues are much the same, but in many ways simpler, and reflective of a different demographic than the BMW CCA membership.

I think the time has come for me to concentrate on the Consumer Liaison role, and to move over and let Barry and David take over, perhaps with the addition of another volunteer. They've asked me to keep my hand in, so I've agreed to do that for a while.

Respectfully submitted & thanks again -

John Gamel