

Drive Time Issue

Dates to Remember

May 4th

BMW Performance Center Driving School Spartanburg, South Carolina

The event is filled for this year, but please contact President Dave Brennan to get on the list for next year.

May 19th

DMVR SCCA Autocross Waterloo Greyhound Park, Waterloo, Iowa.

We had a great turnout for this event last year so here we are doing it again! This relatively long course will again favor the Bavarian machinery and win or lose it's a blast! Our friends in the SCCA put on a first class event every time.

June 15th

3rd Annual Picnic and new member meeting.

This year it will be in Central Iowa on Lake Red Rock at the Fifield Picnic Shelter #1 in Marion County. Watch the website for a map. We have many surprises in store for all members. Your club will be providing food and refreshments as this is a no cost event. Please RSVP to Dave Brennan by June 8th so we have a rough estimate of total attendees.

The place to be in the summer of 2002!

JUNE 22nd & 23rd

The first ever Iowa Chapter Driving School !

Located at the new Mid-America Motorplex, Iowa's new, and only road course. We have expert instructors but we need student participation, That would be YOU. This event will fill fast so register NOW!

July 14th-19th

Oktoberfest 2002 Keystone Colorado

A large contingent from the Iowa Chapter will be attending this years nationwide gathering of everything BMW. Join us in the many fun events or just hang around and enjoy the peace and quiet of this very nice mountain resort and the surrounding area.

NEWSWerks

WIRE

Lets all go to "O" Fest

Customer Service

Raffle Update

New Friends, Cars, and
Sponsors

Driving School



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Disclaimer:

The NewsWerks is a publication of the Iowa Chapter of the BMW CCA and is in no way connected with Bayerische Motoren Werks AG. All of its contents shall remain the property of the club. This publication is mailed to chapter members in good standing. The ideas, suggestions and opinions expressed in articles are those of the club and/or its members.

The Editor of this newsletter seeks material suitable for publication by and for its members.

Send to: Doug Wittkowski
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Tech_{nique}

Another Rant By Doug Wittkowski

Satisfaction, whether it be with a product, service, or any situation in which we expect satisfaction, that then becomes the goal. Reaching that goal is sometimes difficult.

This month's question is "do we expect too much satisfaction?" Of course this newsletter deals with the automobile so that will be our primary concern, but you can apply this to any situation. Are you for an example, satisfied with our government? Or with the current economy? Your last airline experience? The performance of your favorite team, or even your own golf or tennis game?

When it comes to cars the question is much more quantifiable. The thing either works like you expected or it doesn't. If you are like me, you expect great things from your BMW. I can say that as far as performance, it works very well and I am completely satisfied, as I *expected* to be. Expectations, isn't it really about our level of expectation as to how satisfied we are?

As BMW owners and enthusiasts we expect a high performance automobile that provides an uncompromising level of handling and control along with decent comfort. I would say that if that is indeed what we expected, we should all be nearly 100% satisfied. However, if we mistakenly purchased a BMW for the ultimate in soft luxury ride, electronic gadgets, and a audiophile level sound systems we might need to look elsewhere next time. Have you bought the right car?

What about service. Are you satisfied with the service you are provided either by your local BMW retailer or independent shop or technician? Now we have opened a can of worms haven't we?

Since 1999 when this club got its start, I have heard so many service horror stories that I have thought about writing a book. Why is this? I have a theory and because I have worked in or around this industry for most of my life, I think it is very close to being correct. Let me first say that I know that **great service** is being performed out there and the number of good stories probably outweigh the bad. We live in America and you know what type of stories make the evening news. The problem could be that we expect the high levels of service to match the high levels of performance our cars give us. Is that asking too much? In my opinion I think it might be.

We have to be frank here. We live in a country that does not appreciate the value of service technicians in any field. In America you are not judged a success by working on BMW's but by owning several new ones and expecting flawless service to be provided by people that make a fraction of what you as a BMW owner do. Is there something wrong with this picture? How does your technician get paid. Do you know about the flat rate system? In short, it is a system of paying the technicians labor for a job based on what time *should* be spent doing it. If he or she runs into problems along the way or makes a mistake in diagnosis, better luck next time. Think about doing your job based on that sort of pay system. Better yet, think about your doctor or lawyer being paid on a system like that? Puts a different light on things doesn't it. What about labor rates? Your shop may charge \$50-100 per hour. What do you think the technician is making from that? Half? Maybe in 1960, now it is more like 20-30%. Do the math and you can see that your technician will need to be very creative to be able to afford that retirement in the Caymans anytime soon. **Yes**, there are great technicians out there, men and women that are equipped and trained to be the best. There are also many more of them that are just like you and me. Trying to do the best they can with the equipment and situation they are in. How do we fix the system? I have no idea. A few shops and dealers in other areas of the country have given up on the present system, have thrown it out, and hire the best people and equipment they can find, **cost no object**, no flat rate plan. Many have been highly successful and profitable but are the subjects of management books rather than the norm. We own and drive some of the greatest automobiles in the world, engineered by the best and brightest in a country known for precision engineering and cost no object assembly and quality. We pay a premium for this and most of us gladly do. But we don't live in Germany, we live in America and as very proud as I am to be an American we live a different lifestyle when it comes to quality and *satisfaction*. Bigger is better, louder is better, and in most cases, and most importantly, **cheaper** is better. We cannot live in a Wal-Mart society and expect Tiffany performance, not by our technicians, engineers, soldiers, or for that matter, newsletter editors. :-)
ED.



New Members

**Welcome to the Club !
Current Iowa Chapter Membership 483**

- * **Sherwood Adams 1996 M3**
- * **Debra Habr**
- * **Kirk Lakehart 98 528i**
- * **Larry McCain 01 X5**
- * **Jon Servey**
- * **Susan Swenson 02 525**
- * **Gwendolyn Wagner 00 323i**
- * **Cinu Philip**
- * **Brian Oldson**
- * **Errol Bird 99 Z3**
- * **Don VanLengen**
- * **Shawn Simmons 02 540i**
- * **James Crystal**
- * **Todd Copic 02 325ix**
- * **Steve Dunker 00 M Coupe**
- * **Chadd Goosmann 02 325i**
- * **Craig Nelson 02 325ix**



Caption needed _____

Send your SUV loving editor a caption for this photo and win a special door prize. Winning caption posted in the next issue

Midwest 02'Fest

Hope you can join the Michiana Chapter for the **Midwest 2=oo=2 Fest**, June 15 & 16 at the Tire Rack in South Bend Indiana. Events will include autocross, parts swap, peoples' choice awards, and lots of give-aways.

They will also stage a photo shoot of all the 2002's, and have an event shirt. Make plans now by registering for the event at the Michiana Chapter Website

<http://www.michiana-bmwcca.com/oh-two.htm>



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European Motorcars

DES MOINES

For all of your new and previously owned BMW needs as well as parts and service contact a certified professional at

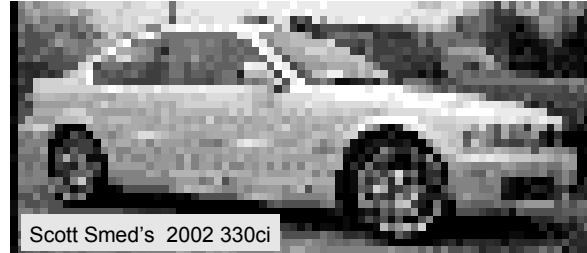
1 800 733 4808 or

<http://www.eurocarsdesmoines.com/>

New additions to the Family

*A new feature to your NewsWerks
If you have a new or used BMW that has been recently added
to your family, why not share it with ours.
We would love to see it !*

Siraj Podikunju's
2002 M3 with SMG



Scott Smed's 2002 330ci



* Tony claims he needed the sedan for family duties but all of us
who attend track events with him know what he is up to.
More passengers = More screams!



*Tony Wiles 2002 330i "Ring Taxi"

New Sponsor !

Dan Kruse



Watch for their ad in the next NewsWerks!

Contact David Ackley at 645 Century Drive, Dubuque, IA daveackley@mwci.net 1-800-373-Cars

 **YOKOHAMA MOTORSPORTS**

The '02 In '02 Raffle – An Update by Lynne and Fred Bell

It seems like this started along the lines of an old Mickey Rooney movie – ‘Say, kids, whaddaya say we put on a show?’ Or, in this case, ‘raffle’. You’ve heard by now of the wild hair that someone (our fearless editor shall remain nameless) brought up at a Board meeting sometime in 2000. And, how, after a nationwide search and some dedicated (?) travel by same fearless editor and Jay Read, that a suitable car was located, purchased, and brought to Iowa to kick this thing off.

But, some of the behind-the-scenes work hasn’t been fully chronicled as yet: the extensive photographic work by Ralph Briggs (seen on our website and in Roundel); the repair work done by Jay, Dave Brennan, Doug Wittkowski and others for some of the finishing touches on the car; and the administrative side handled by your chapter treasurer and his devoted bride. Ralph’s photographs and editing earned him special recognition at the annual dinner - a right front bumper bracket for his own 2002 that he’s been coveting for lo these many months. The work on the interior has been carried out pretty much under cover – specifically in Dave’s garage, when it wasn’t filled up with a 540 and miscellaneous parts on the floor that clearly needed to be added to make Dave even more competitive on the track.

Our house has seen mostly the paperwork side of this exercise. Seems that when the Board OK’d this project, and set up the arrangement with Easter Seals Iowa, that we kind of forgot to name WHO was supposed to pick up all those incoming envelopes stuffed with checks and cash, and track all the buyer information. Since we had the P. O. box in West Des Moines, and Fred had one of the keys, it was only natural that we pick up all that mail. And, since Lynne *really* needed a project to work on, she volunteered to do all the data entry into spreadsheets, send out the reply postcards with the ticket numbers, etc. Actually, it’s been fun, although handling some 1600+ pieces of mail incoming and outgoing so far does get a little cumbersome. It’s certainly gratifying to drop off all those checks to the folks at Easter Seals, and of course they very much appreciate all the contributions.

Here’s some of the numbers so far. Ticket sales: 1398. Money collected: approximately \$28,000. Participants: a little under 700. Buyer domiciles: 46 states, Puerto Rico, Washington DC, Ontario and Alberta. Only Alaska, Nevada, North Dakota and South Dakota are unrepresented at this point. Distribution among the states has some unusual patterns, definitely not solely based on population. There are more tickets sold to New Jersey than New York, for example. Top 5 states are Iowa (129), California (120), Massachusetts (83), Maryland (81), and Virginia (74). Bottom dwellers are Delaware (finally made it off the holdout list at the beginning of April with 1), and several tied with 2 each: Alabama, Hawaii, Idaho, Oklahoma, Montana and West Virginia. We’re impressed that Hawaii and Puerto Rico jumped in – Puerto Rico had 5 tickets among 4 buyers! Clearly the overwater stretch does not faze '02 aficionados. Nor do import duties, judging by the 2 buyers in Canada that combined for a half-dozen tickets. Some folks sure like multiples as

well – we had 2 buyers of 25 tickets each on the same day! Strategies abound – a San Antonio buyer sent 10 envelopes with a \$20.02 check in each, and others have tried to hit certain ticket numbers (FYI, we don’t do special requests). We’ll avoid identifying the buyer who sent in for 10 tickets with a \$200 check and 2 dimes taped to a card, as he’s clearly trying to make his check look like a tax deduction!

By opening all the envelopes, we also get to see the little notes people include with their checks as well.

Appreciation -

A great idea for a good cause. (Boston, MA)
Thanks for dreaming up such a good idea for a raffle! (Ann Arbor, MI)

A little off center-

I have never been to Iowa, but I’m a fan of “Music Man”(Davis, CA) [So?]

Confidence-

Enclosed is my check for the winning raffle ticket. Please alert me when it’s time to schedule its pickup. (Folsom, CA) [from the state prison there, perhaps?]

Sign me up. Another coupe can’t hurt. (Ypsilanti, MI)
Neat car! When I win, I will have a matched pair of Sahara '73 2002s.

A little needy-

I really, really, really want to win! Used to own a '72tii and am on the ‘cult’ trail again. (Goshen, KY)
Man, I want to win! My son turns 16 in Aug – he gets the Jetta! (Downington,PA).
Please enter me for (5) tickets. My 2002 has 350,000 miles on it. (Meadow Vista, CA)
Looks like a beautiful example of one of the best cars ever produced for an enthusiast. I need this car. (Germantown, TN)

General comments-

I sent the money for the M3 last Ofest and they got the check ...lost in the mail about a month after the drawing. I was BUMMED! (St. Charles, IL)

And our favorite vignette-

Twenty years ago when I was a college student, I would ride my bicycle past a metallic brown 2002 every day. I wanted it so bad, but I was a student and that was that (translation – no money). Wish me luck. (Kansas City, MO)

Our homegrown show is well underway, with less than 600 tickets left to sell. Let’s see if we can keep our gorgeous '02 in Iowa. Keep those cards and letters coming!



Visit the Iowa Chapter Web-Site at
www.bmwia.org for more information, the story,
photos and to purchase tickets

Lets all go to Oktoberfest 2002

The Rocky Mountain Chapter and BMW CCA invite you to return to Summit County, Colorado July 14 – 19, for Oktoberfest 2002. BMW CCA's 32nd Oktoberfest is also the 4th in Colorado: come see why so many attendees make Colorado their "don't-miss" event. Expect bright blue skies, clear and cool starry nights and great BMW CCA camaraderie.

Keystone is one of Colorado's premier resorts, and Oktoberfest is BMW CCA's premier event. Our welcoming reception on Sunday is the ideal way to greet your Oktoberfest friends from around the country. On Monday and Tuesday you can choose between a variety of activities, and return to Keystone for an evening reception. On Wednesday, we'll ride the thrilling gondola to the Summit Fest dinner. Be sure to get plenty of sleep for Thursday's TSD rally, following a route on which the scenery may prove to be a stunning distraction. Friday is the day to relax in the surrounding of the Zymol Concours, chatting with your new Oktoberfest friends.

Keystone has many wonderful lodging choices, from condominiums in the Keystone Village, to townhouses in the forest, to hotels along Interstate 70. All Summit County lodging is close to Gold Medal fly fishing, so don't forget your fishing gear. Other Keystone-area activities include golf, mountain biking, hiking, sailing, shopping, hot air ballooning, gondola rides, horseback riding, and sightseeing.

The Club Race and Driver's Schools will be at Second Creek Raceway, near Denver International Airport. The Club Race is on Saturday and Sunday, and Driver's Schools will be on Monday and Tuesday, the 15th and 16th. This 1.7 mile, 11 turn track is tight and challenging. The layout is ideally suited to instruction because you can actually see 10 of the 11 turns from the grandstand. Second Creek is a technical track that rewards smooth driving you will appreciate just how important the proper line is. Even the drive to SCR is inspiring, as you choose between the higher speed Eisenhower Tunnel and Interstate 70 route, or the more direct--and twisty--scenic 11,000 foot Loveland Pass route. Loveland Pass takes you above timberline, driving through alpine tundra on a road that BMWs were built for. We will have hotels near Second Creek if you'd rather spend the night before heading back to the cooler climate of Summit County. As usual, we expect the Driver's Schools to sell out early, so send in your registration early.

Expect a special celebration of the BMW 2002 at Oktoberfest 2002. The great little car that brought BMW into the hearts of enthusiasts, and that became the soul of the BMW CCA may be a vintage collector's item, but it lives on in our hearts. Despite the fact that many of us who started in the 2002 now drive an M3, a 540i or an X5, we fondly remember the joy of driving the nimble and tossable 2002. So bring your wallet: not only will the vendors have their usual broad selection of goodies and specials, you may be tempted by a special 2002 celebration.

Summit County is also a great family destination. Wednesday, July 17 will be our Family Day, with special events and activities designed for all ages. Hint: you should bring your favorite HO BMW slot car.

The Rocky Mountain Chapter is pleased to have been selected to host the 2002 Oktoberfest, and we welcome you all to Colorful Colorado!

Because this will be the closest Oktoberfest for the foreseeable future we expect a large Iowa Chapter turnout. Why not come out with us and enjoy? <http://www.bmwofest2002.com/>

J&J Motorsports Business Card ad

Use supplied graphics



Bavarian ad

(Use new editions of supplied graphics)

FOR SALE

Cars

1997 Z3 Silver/Black, 66k miles, stored winters, new tires \$18.5k tom@phelansinteriors.com

1996 M3 Violet/Mulberry, 5spd, Luxury package and every other available option. A beautiful perfect example with only 41k miles, \$27950 Dave Johnson @ 319 395 9121 or 364 2410

1996 Z3 Green/Tan, 38k miles, 5spd, excellent condition, no winters, must sell now!

Jo Shea @ 515 242 5852

1995 318i 73k miles Boston Green/Sand Heated seats, Cruise, Sunroof, Performance upgrades, Excellent Condition, \$13100 Rich at 563 322 8268

1988 528e 82k miles DelphinGrey/Oxblood leather, very sound and would make a great winter car, "Sophia" is her name and she needs a new home \$4200 obo wild4wheels@mchsi.com

1988 635 Csi Black/Tan, 126k miles, no rust, no winters, recent repaint and in excellent condition, 17" BBS wheels many performance upgrades, Fast and Fun \$12k obo Todd Glaw 319 268 4310, 888 950 9435

1984 533i 165k miles 5spd White/Brown leather, a nice driver that needs some attention for sale or seeking good parts source in the Omaha area. \$1000 obo. Robert at nebcaboy@msn.com

Parts

1985 528e Parting out, E-mail for inquires at wild4wheels@mchsi.com

2 Michelin Pilots 225/45/17 40% tread \$75 the pair and **4 185/60/13 BFG R1** autocross tires, plenty of rubber left, \$60 the set. Steve @712 527 3008 or stevewilliams@ced-aec.com

4 Bridgestone RE 730 performance tires 225/60R/16 Nearly new. \$400 at Tire Rack, \$180 from me. Contact your *NewsWerks* editor at wittawerks@se-iowa.net

4 Mille Miglia MMII Sport wheels 17x8 for E36 or 46 with 7 "R" compound track only tires in various stages of wear, Kuhmo's and BFG's take it all for \$650 wittawerks@se-iowa.net

1 Set Eibach Prokit Springs for 1995-1999 BMW M3 new in box, \$200 obo wittawerks@se-iowa.net

Remember, Classified ads are free to club members!
Clean out that garage

Iowa Chapter website sponsored by: **International Travel Associates**

Welcome to flyITA.com

flyITA.com

www.bmwia.org Check it out !

Iowa Chapter Driving Schools !

Driving event coordinator and Vice President Tony Wiles along with his committee from the Iowa Chapters and Missouri Valley Chapters have been working long and hard to put this together and as of printing there will indeed be two Iowa Chapter Driving Schools. The Dates are June 22nd and 23rd and September 21st and 22nd.

We have assembled a large group of the best driving instructors from the Midwest and will be hosting the first ever BMW CCA driving schools at the new Mid America Motorplex track in Western Iowa. You can view the track at <http://www.midamericamotoplex.com/>

The Iowa Chapter will be dedicated to providing the best in BMW CCA drivers, or driving school experiences. As we hope and expect many novices from Iowa to attend their first ever driving school you can expect that to be our focus. Everything is in place, all we need is you! Take advantage of what many BMW CCA members agree is the number one event offered by the club. You may download the official registration form now at www.bmwia.org Please don't delay as these events are filling fast.

Drivers Wanted



*P.O. Box 42113
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