

*Retn: Chris Fash*

*202-366-176*

DAIMLERCHRYSLER

DaimlerChrysler Corporation  
Customer Claims Resolution Group

January 26, 2006

Via U.S. Mail

*DOI 10/48231*

[Redacted]  
Ocracoke, NC [Redacted]

Re: 2004 Dodge Durango  
1D4HB58D54F [Redacted]

Dear [Redacted]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

The inspector failed to uncover any manufacturing defect(s) that caused or contributed to the incident of January 17, 2006. Specifically, he found no problems with the vehicle's engine, transmission or brakes.

Based on the information we received, DaimlerChrysler Corporation must deny your claim. Thank you again for raising your concerns with DaimlerChrysler Corporation. We suggest further inquires be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

*EG*  
*1-20-06*

*see email sent 4/21/06*  
*from* [Redacted]

*Attn: Chris Leah*

# DAIMLERCHRYSLER

DaimlerChrysler Corporation  
Customer Claims Resolution Group

January 25, 2006

[REDACTED]  
Ocracoke, NC [REDACTED]

Re: Vehicle: 2004 DODGE DURANGO  
VIN: 1D4HB58D54F [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation in regard to the above referenced vehicle. We are in the process of investigating your file and will inform you of our decision as soon as our review has been completed.

Please note that as part of our investigative process your vehicle may require an inspection at one of our authorized dealerships in your area. If so, an inspector will contact you within the next few days to schedule an appointment. The inspector will make any arrangements to have your vehicle towed to the dealership, and returned, at no cost to you.

We expect to complete our investigation and reach a decision within the next two weeks, at which time you should receive our response. If you do not receive our response by then, please call us (toll free) at: 1-866-432-1329.

Thank you for your cooperation.

Customer Claims Resolution Group

**NOTE:** *If you are in the settlement process with your insurance company, please contact DaimlerChrysler (toll free) at: 1-866-432-1329.*

*see email 4/21/06*