

CC-10218311-41207

From: [REDACTED]
Sent: Tuesday, February 05, 2008 4:14 PM
To: [REDACTED]
Subject: FW: 2001 Dodge Ram dashboard cracking and falling in

2008 FEB -8 AM 9:07

Hello [REDACTED]

Could you please see to it that someone helps answer this consumers email question at there earliest convenience?

Thank you very much,
 [REDACTED]

From: [REDACTED]
Sent: Saturday, February 02, 2008 7:52 PM
To: [REDACTED]
Subject: 2001 Dodge Ram dashboard cracking and falling in

Feb.2,2008

To whom it may concern,

I would like to know if anything can be done about my 2001 Dodge Ram truck. I found your e-mail address on the internet while reading the hundreds of other people's complaints exactly like mine. My truck's dashboard is cracking and actual chunks of it have fallen in. I first noticed the crack's when I had very little more than 40,000 miles. I contacted the local Dodge dealer here in Oak Hill West Virginia . At the time the service manager seemed very shocked about it and said he would see what he could find out for me. (I now realize he probably was already aware of these defects, but he did not let on) He later let me know that the Dodge company would not correct this problem because it was not a safety problem, only cosmetic. This was the summer of 2005. I then contacted Dodge myself over the phone. I was given the same response. I talked to two different people. One woman's exact words "We will not stand behind this" What kind of customer service is this? This vehicle is very well taken care of. To this day people still think this is a new truck from the outside appearance. The interior as well looks new. All but the dash. I also sent a letter to Customer relations Daimler Chrysler Motors corp. Now the dash is actually falling in a few places. It is uneven and split everywhere. I have read hundreds of reports on the internet and it seems like everyone is getting the same response. I feel very strongly that Dodge should have corrected this with my very first complaint. I am very displeased and am outraged that nothing can be done for me and everyone like me. If you can do anything on our behalf it would be greatly appreciated. I guess that Dodge does not realize that it would have been alot cheaper to correct this defect than to lose all the business that they will. I will not buy another Dodge based on this and the lousy customer service, (if you can even call it "customer service").

You would think they would want happy customers to keep returning to their dealerships and to refer other potential buyers to them. This will not happen now. I appreciate you taking the time to read this and let me voice my complaint. Thank you very much for your time and any help in this matter.

Sincerely,

2/6/2008

MC
 2/6/08
 KB



Mt. Hope, West Virginia

