

From: Reply\_by\_Link\_Only@dcx.com  
To: [REDACTED]  
Date: 2001-09-18 18:20:55.110  
Subject: DaimlerChrysler Customer Assistance [#693498]  
Dear [REDACTED]

We have received your e-mail regarding your service experience at a DaimlerChrysler Dealership.

Learning of your dissatisfaction with the service you received was disappointing. DaimlerChrysler Motors Corporation is continually striving to assist Dealers in providing complete customer satisfaction. Because DaimlerChrysler Dealers are independently owned businesses, they are responsible for addressing concerns directly related to their service activities, as well as their personnel. It is suggested you pursue the matter directly with dealership management.

We appreciate your bringing this matter to our attention. Information received from customers better enables us to evaluate dealer service activities. If you will reply to the link below with the dealership's name, I will see that the concern is retained in the dealer's file.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 9144576

TICKET (Tracking) NUMBER: 693498

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?ticket\\_id=693498&reference=9144576&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?ticket_id=693498&reference=9144576&)

Sincerely,

Bryan Scott  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

\*\*\*\*\*

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

From: connie1047@aol.com

Date: 09/17/01 08:17:00

Form Selected:

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Customer Type: Owner

Category: Other

Sub Category:

Brief Description:

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Complaint about service received at a dealership in Bryan, Texas

Comments:

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My son took his truck in because of a recall notice from Dodge. First,

they kept his truck over night without contacting him to see if he would need it. When he finally got it back, it died every time he stopped or slowed down and the seat belt light stayed on. There was no problem with either when he took it in. After three weeks, he was able to get the truck back in so that they could fix what they had messed up. He was charged \$120, which he got lowered to \$60. They did not fix the problem which was causing the truck not to run properly because they said it was not their fault and were going to charge over \$200. My husband looked at the truck yesterday and found that the breather housing had not been reconnected; it was just lying there. After he connected it, the truck ran much better. It still isn't running like it was before my son took it to one of your dealerships for call-back repairs because he drove it for three weeks without the breather connected. Now ! it has a build up that will take a while to clean out, if it does. Also when my son picked up the truck and started home, his hood flew up because they had failed to shut it properly before releasing it to him. This kind of service is inexcusable and could have caused serious injury to my son and other people. I am irate at the incompetent people in Bryan and their lack of concern for customer satisfaction and human safety. I want immediate action taken.

Sender Information:

-----  
VIN:  
Mileage:  
Title: Mrs.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: Salado  
State: TX  
Zip: [REDACTED]  
Contact Preference: Email  
Home Phone: [REDACTED]  
Email: [REDACTED]  
Code: O  
Submit Time: 2001-09-17 08:14:19  
Promotion:  
Formid: 10

From: [REDACTED]  
To: customerassist@dcx.com  
Date: 2001-10-02 10:49:35.000  
Subject: Reply to DaimlerChrysler [#693498]  
Reply Comments:

-----  
I sent Bossier Chrysler-Dodge in Bryan, Texas a letter on Sept. 17 about the problems we have had with their service department. Last week since I had never received any response, I e-mailed them. I still have had no response from this company. I am getting even more upset with their lack of concern and interest in their customers. I hope that there is something you can do to help. [REDACTED]

Reference Number: 9144576

Ticket ID: 693498

Submit Time: 2001-10-02 10:45:51

Formid: 11

From: [REDACTED]  
To: customerassist@dcx.com  
Date: 2001-09-19 07:48:45.217  
Subject: Reply to DaimlerChrysler [#693498]  
Reply Comments:

-----  
The dealership is Bossier Chrysler Dodge, Inc. P.O. Box 4169 Bryan, TX  
77802

Reference Number: 9144576  
Ticket ID: 693498  
Submit Time: 2001-09-19 07:43:59  
Formid: 11

From: Reply by Link Only@dcx.com

To: [REDACTED]

Date: 2001-09-17 08:19:02.920

Subject: Re: DaimlerChrysler Customer Assistance [#693498]

\*\*\*\*\*AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS \*\*\*\*\*

Thank you for your email inquiry. Your question has been sent to the DaimlerChrysler Customer Assistance Center in order to provide the best answer for your Chrysler, Dodge, or Jeep question. Every effort will be made to respond to your email within 3 business days.

While waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.4adodge.com> or <http://www.jeepunpaved.com>. The "Assistance" button on the top navigation bar provides a search feature, which may provide the information you have requested.

NOTE: This is an automatically generated response. Our system is NOT able to accept email at this address. Please do not use the 'Reply' function of your email.

If this matter is urgent, please call us at 800.992.1997 (8:00 a.m. to 5:00 p.m., Monday thru Friday).

For ALL future communications (related to this email), please refer to the following information:

REFERENCE NUMBER: 9144576

TICKET (Tracking) NUMBER: 693498

----- Connie Fiebig Wrote -----

Form Selected:

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Customer Type: Owner

Category: Other

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Brief Description:

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VIN:  
Mileage:  
Title: Mrs.  
First Name: [REDACTED]  
Middle Initial: [REDACTED]  
Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: Salado  
State: TX  
Zip: [REDACTED]  
Contact Preference: Email  
Home Phone: [REDACTED]  
Email: [REDACTED]  
Code: O  
Submit Time: 2001-09-17 08:14:19  
Promotion:  
Formid: 10

From: Reply by Link Only@dcx.com  
To: [REDACTED]  
Date: 2001-10-03 11:02:10.657  
Subject: Reply to DaimlerChrysler [#693498]  
Dear Connie:

Thank you for your reply.

DaimlerChrysler Dealers are independently owned businesses, therefore they are responsible for addressing concerns directly related to their service activities, as well as any workmanship issues.

DaimlerChrysler does not get involved in workmanship issues between an independent dealer and their retail customer. We have documented your complaint against the dealer in their corporate file.

Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided.

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Sincerely,

Bryan Scott  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

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From: [REDACTED]  
Date: 10/02/01 10:49:35

Reply Comments:

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Ticket ID: 693498

Submit Time: 2001-10-02 10:45:51  
Formid: 11



From: [REDACTED]  
To: customerassist@dcx.com  
Date: 2001-09-17 08:17:00.547  
Subject: DaimlerChrysler Customer Assistance  
Form Selected:

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Customer Type: Owner  
Category: Other  
Sub Category:  
Brief Description:  
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Last Name: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
City: Salado  
State: TX  
Zip: [REDACTED]  
Contact Preference: Email  
Home Phone: [REDACTED]  
Email: [REDACTED]  
Code: 0  
Submit Time: 2001-09-17 08:14:19  
Promotion:  
Formid: 10

From: Reply by Link Only@dcx.com  
To: [REDACTED]  
Date: 2001-09-19 11:05:27.000  
Subject: Reply to DaimlerChrysler [#693498]  
Dear [REDACTED]

Thank you for your reply.

I will see that the complaint is properly filed in the dealers corporate record.

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Sincerely,

Bryan Scott  
Senior Staff Representative  
DaimlerChrysler Customer Assistance Center

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

From: [REDACTED]  
Date: 09/19/01 07:48:45

Reply Comments:

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The dealership is Bossier Chrysler Dodge, Inc. P.O. Box 4169 Bryan, TX 77802

Reference Number: 9144576

Ticket ID: 693498

Submit Time: 2001-09-19 07:43:59

Formid: 11