

RECEIVED

JAN 14 REC'D

9536955

[REDACTED]
Anchorage, Alaska [REDACTED]

OWNER RELATIONS

January 9, 2002

Daimler Chrysler Motors Corporation
Customer Center
P. O. Box 21-8004
Auburn Hills, Michigan 48321-8004

To Whom It May Concern:

I am contacting you because I believe that I have been wrongly denied repair of my vehicle. I have attempted to resolve the matter through local management. The nature of my complaint is attached with other required information.

On January 7, 2002 I talked to General Manager, Matt Thorp (907-276-1331. He referred me to the Customer Relation Department. I talked to Howard Chivers. I explained my problem and he said he would have to talk to Roy Archer.

On January 7, 2002 I called Howard Chivers back and he informed me that my damage isn't covered by my vehicle warranty.

As I mention in my attachment; I have a 2001 vehicle that has been well maintain and not abused. I can not comprehend how your Corporation can make the decision that it has and not stand behind the three (year) warranty. If the Hood Safety Latch had been working properly this would not have happen. I can not and will not continue to purchase you vehicles.

[REDACTED]

[REDACTED]

ATTACHMENT

[REDACTED]
Anchorage, Alaska

Work [REDACTED] Home [REDACTED]

VIN: 3B7HF13YX1G [REDACTED] dodge ram quad cab

Selling/Service Dealership: Anchorage Chrysler dodge Center Inc
2601 East 5th Avenue
Anchorage, Alaska 99501-3078

Current Mileage: 7,330

Date purchased: August 6, 2000

Nature of Problem: On December 24th I opened my hood to check the windshield washer fluid. I closed the hood and proceed to go and meet my son at the bowling alley. I pulled out on to lake Otis pkwy headed west and I estimate I had gotten up to roughly 40 mph and the hood came open. I pulled to the side of the highway without causing an accident. A passing vehicle stopped and an individual helped me to force the hood down. The safety latch on the hood was bent and did not catch. The corners of the hood and the hood hinges were bent. On December 26, 2001 I took my vehicle to Anchorage Chrysler center service department. Roy Archer had the body man look at the damage. He said this is the second 2001 Dodge Ram vehicle that this had happen to. He also said the Hood, Hood Hinges and Safety Latch would have to be replaced. Roy Archer asked for my work and home phone number and said he would have to contact the regional representative for approval. He said he would call me. He called on about December 28th 2001. He informed me that approval wasn't given to repair my truck. He said the regional representative said the safety latch was working property the last time the vehicle was in for service, which was in July of 2001. He wanted to know how I felt about that. I asked what good is my warranty. He said he would call the regional representative again and he would call me back. I received a call from Roy Archer on or about the January 4, 2001. Approval still wasn't given to repair my truck. To cut a long story short, Anchorage Chrysler feel that if I had used their service department to perform all of my services this would not have happen. My warranty isn't voided if I use another certified service to perform oil changers and tire rotation. I believe my vehicle should be repaired by Anchorage Chrysler Dodge Inc.

Mileage at first service visit for this problem is estimated to be 7,276.

The vehicle has never been serviced for this problem.

48321#8004

48321#8004

RECEIVED

JAN 14 2002

RETURN REQUESTED
CUSTOMER RELATIONS

Danier Chrysler Motor Corporation
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

\$3.94

U.S. POSTAGE
PAID
ANCHORAGE, AK
99507
JAN 09, 02
AMOUNT

UNITED STATES
POSTAL SERVICE



9264

7003 1140 0000 4173 1170



CERTIFIED MAIL

