

From: Reply_by_Link_Only@dcx.com

To: [REDACTED]

Date: 2002-04-17 10:36:07.767

Subject: Re: DaimlerChrysler Customer Assistance [#1349553]

*****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.dodge.com> or <http://www.jeep.com>. The "HELP" 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: 9913917

TICKET (Tracking) NUMBER: 1349553

----- David Aragon Wrote -----

Form Selected:

Category: US Customer Service

Brief Description:

paint problems, hood cable

Comments:

We have a 2001 Dodge Ram 1500. We have had problems with the paint chipping down to the metal. We have a vehicle that is 5 years old and we don't have this problem. I am not an expert but it appears that the paint did not adhere to the metal or there is no clear coat to protect the paint. PS In addition, we have had a problem with the hood cable several times now and the hood will not open. The cable has been adjusted/replaced. --This vehicle carries a hefty price. I would expect that the paint job would not be doing this when we have had this vehicle less than a year and it looks in worse shape than our 5 year old vehicle in terms of paint.

Sender Information:

VIN: 1G [REDACTED]

Mileage: 7922

Servicing Dealer: championship Dodge

Title: [REDACTED]

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2: [REDACTED]

City: Greeley

State: CO

Zip: [REDACTED]

Home Phone: [REDACTED]

Email: [REDACTED]

Code: U

Submit Time: 2002-04-17 10:29:24

Promotion:

Formid: 10

From: [REDACTED]
To: customerassist@dcx.com
Date: 2002-04-17 10:32:54.937
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

paint problems, hood cable

Comments:

We have a 2001 Dodge Ram 1500. We have had problems with the paint chipping down to the metal. We have a vehicle that is 5 years old and we don't have this problem. I am not an expert but it appears that the paint did not adhere to the metal or there is no clear coat to protect the paint. PS In addition, we have had a problem with the hood cable several times now and the hood will not open. The cable has been adjusted/replaced. --This vehicle carries a hefty price. I would expect that the paint job would not be doing this when we have had this vehicle less than a year and it looks in worse shape than our 5 year old vehicle in terms of paint.

Sender Information:

VIN: 1G [REDACTED]
Mileage: 7922
Servicing Dealer: championship Dodge
Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Greeley
State: CO
Zip: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Code: U
Submit Time: 2002-04-17 10:29:24
Promotion:
Formid: 10

From: Reply by Link Only@dcx.com

To: [REDACTED]

Date: 2002-04-17 15:48:10.000

Subject: DaimlerChrysler Customer Assistance [#1349553]

Dear [REDACTED]

Thank you for e-mailing DaimlerChrysler regarding the paint concerns and hood latch concerns you are having with your 2001 Dodge Ram.

I contacted Championship Dodge and was advised they were unaware that you were having any concerns with your vehicle. I suggest you that you set up an appointment for proper diagnosis of your vehicle. Any defects will be repaired per the terms of the manufacturer's warranty.

Thank you for writing and sharing your concerns. They have been documented in a corporate 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: 9913917

TICKET (Tracking) NUMBER: 1349553

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?category=U&ticket_id=1349553&reference=9913917

Kristen Case

Senior Staff Representative

DaimlerChrysler Customer Assistance Center

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

From: [REDACTED]

Date: 04/17/02 10:32:54

Form Selected:

Category: US Customer Service

Brief Description:

paint problems, hood cable

Comments:

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Sender Information:

VIN: 1G [REDACTED]

Mileage: 7922

Servicing Dealer: championship Dodge

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Greeley
State: CO
Zip: [REDACTED]
Home Phone: [REDACTED]
Email: [REDACTED]
Code: U
Submit Time: 2002-04-17 10:29:24
Promotion:
Formid: 10