



Recipient:



Sent By: Michael A. Schamel

Company: DaimlerChrysler

Company: EA Associates

Fax Number: 12485128748

Fax Number: 812-883-6139

Voice Number: 12489447056

Voice Number: 812-883-0226

Date: 6/30/2002

Time: 10:54:56 AM

Total No. Pages: 8

Subject: CAIR# 10160533 Claimant Miller

Message:

Good Morning Roger
Attached file for your review.
Thanks
Mike



28635 Mound Road
Warren, Michigan 48092-3499
(586) 753-3326
FAX (586) 753-3335

**Facsimile Cover Sheet
DaimlerChrysler Vehicle Investigation**

Owner: [REDACTED]

Project No. DAIM-0001

CAIR No.: 10160533

TO: Mike Schamel

FROM: Tina Martin

Date Sent: 6-27-02

DUE DATE: 7-2-02

***PLEASE ACKNOWLEDGE PROMPTLY BY FAX OR EMAIL**

***Receipt of CAIR and Accepting case for investigation?** ☒ **Yes** ☐ **No**

Thanks Tina

Date: 6-27-02

**Coversheet for DaimlerChrysler (Service Associate Use Only)
(Also fax or email to EAA for closure)**

***Closure Date:** 6/29/02

DaimlerChrysler Fax No.: 248- 512-8748

☐ **Bennis (248) 944-7036**

☐ **Martell (248) 944-7038**

☒ **Bott (248) 944-7056**

☐ **Susalla (248) 944-7149**

☐ **Gilbert (248) 944-7037**

☐ **Porterfield (248) 944-7134**

Comments: _____

106/27/02 CAIR Data File CAIR: 10160533 54 1/1 Page: 1
Company: Tmp Address:
Cust: [REDACTED] R MILLER
AD1: [REDACTED] Ph: [REDACTED] H
AD2: [REDACTED] Ph: [REDACTED]
Cty/St/ZIP: MOUNT VERNON IN [REDACTED] ntry: USA Lang: E
Co-own:

Company:
Rep:
AD1: Ph:
AD2: Ph:
Cty/St/ZIP: Cntry: Lang:

Status and Notes -----|Check Information -----
Opened by: JMZ10 Open Dt: 062702 Typ: L | Ck Amt: \$.00 S:
Stat: O Closed by: Closed Dt: | Payee:
Alrt: A Currep: RAB32 82 |
Lst Upd: 062702 0825A ALG2 82 | Addr1:
Cntc Typ: T Orig: C Mail Ctgy: | Addr2:
Dt on Ltr: Exec: 01RJE | City:
Resp Ltr: Resp Ltr Dt: | St/ZIP:

Vehicle Information -----
VIN: 3B7HF13Y71C [REDACTED] R/Model: 01 DODGE RAM 1500 P/U QUAD CAB
Sls Zn/Sls/Svc/Dlr: 54 E E 44124 EXPRESSWAY DODGE INC In Srv Date:
12/02/00
Svc Zn/Sls/Svc/Dlr: 54 E E 44124 EXPRESSWAY DODGE INC Curr Mi/Km: M
34002
WCC: 336 - /36 3/36 0 7
CSC: A575H - 5YR/75,000 ADDED CARE \$50
Recall: 982 - CLOCKSPRING SAFETY Status: C
Recall: B04 - POWER DISTRIBUTION CENTER CASAFETY Status: I

General Narrative -----
REASONS FOR CONTACT:

- 1) Recall
Customer states hood flew up.

*--> NARRATIVE ADDED BY J. M. ZILINSKY ON 06/27/02 AT 08:11AM
Customer states that his vehicle was at dealer 44124 for the two
outstanding recalls to be performed. Dealer completed recall, customer was
driving home and 30 minutes into the drive the hood flew up and smashed the
windshield as well as damaging the hood itself. No injuries were reported,
customer has not contacted his insurance. Customer has done some research
and found out several Ram trucks were recalled for the secondary hood latch

However this vehicle is not affected, but he feels it should. Vehicle is currently at dealer awaiting response from special investigations per the St. Louis Zone Office. DM spoke with Brian Dillion Service Manager who said it looks like now upon further investigation the secondary hood latch never worked. Please handled expeditiously, thank you.

*--> NARRATIVE ADDED BY A. L. GILBERT ON 06/27/02 AT 08:26AM

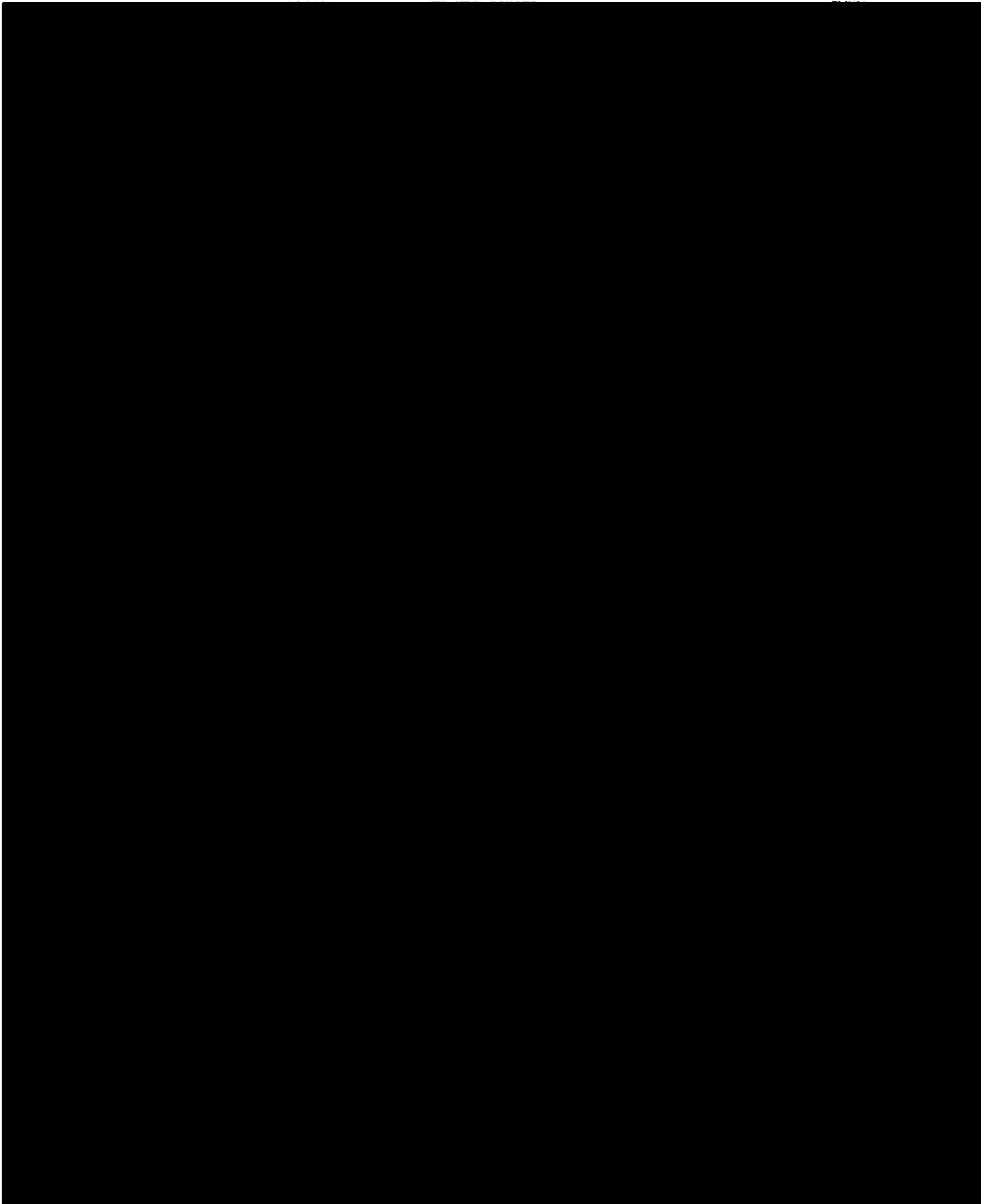
44124 EXPRESSWAY DODGE INC

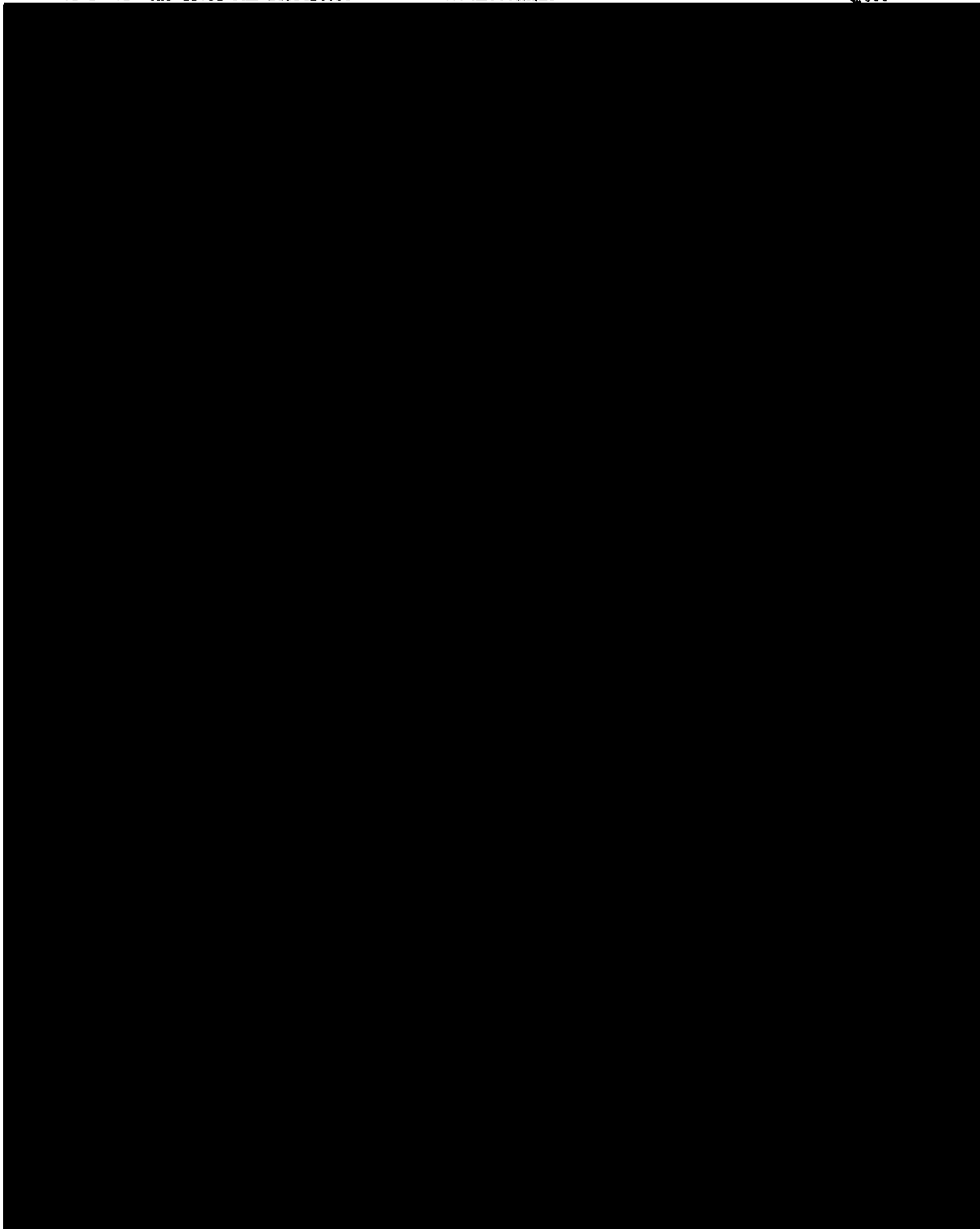
DT

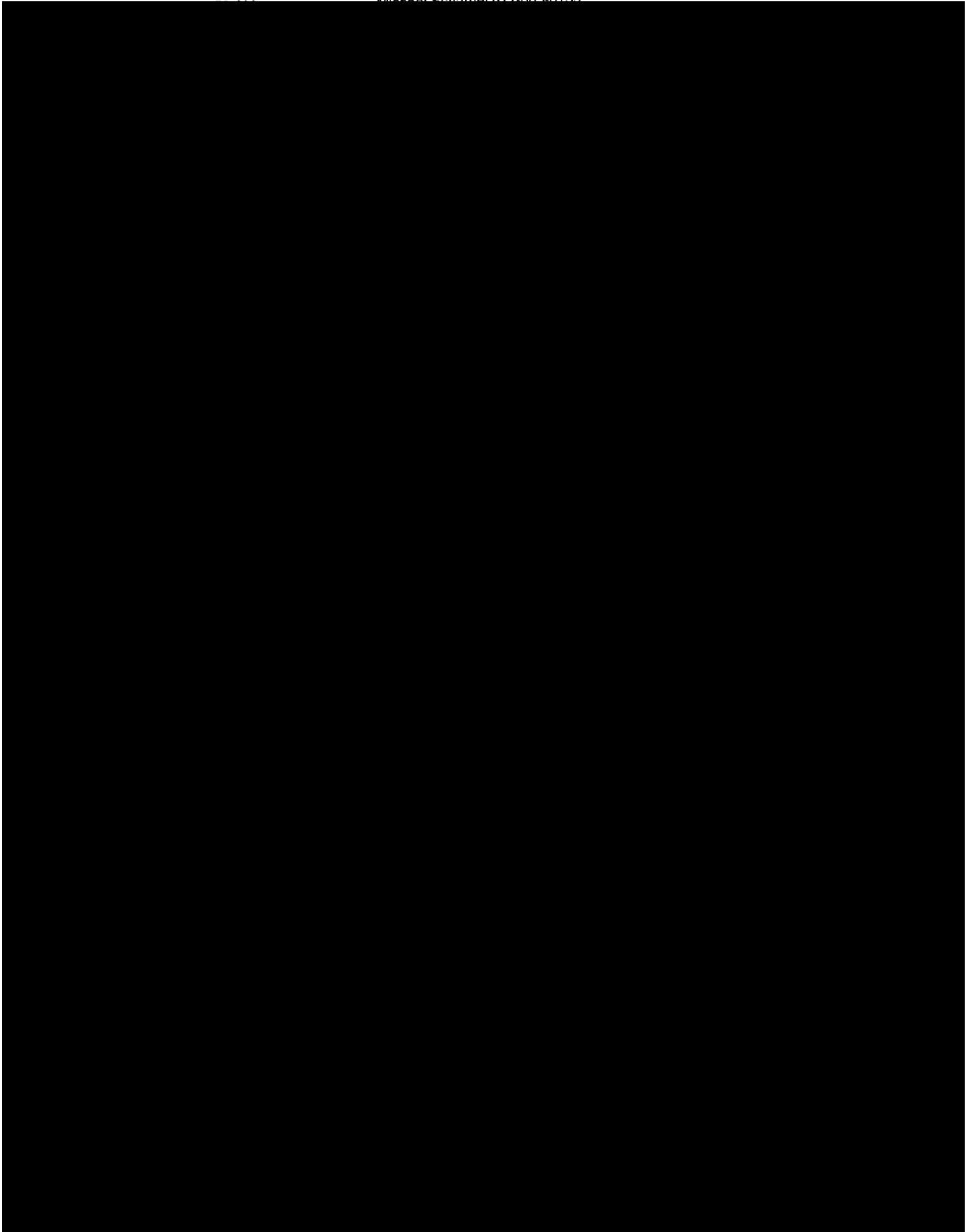
5531 E INDIANA EVANSVILLE IN 47715 812-471-0532

6-27-02 please contact owner and arrange for inspection of alleged incident. return report to roger bott. alg

CAIR NUMBER 10160533 REQUEST EAA INSPECTION 06-27-2002 08:27







July 16, 2002

[REDACTED]
Mount Vernon, IN [REDACTED]

Reference No.: 10160533

VIN: 3B7HF13Y71G [REDACTED]

Dear [REDACTED]

This is in regard to the inspection performed on your vehicle by a representative of Engineering Analysis Associates.

After reviewing all of the information obtained during the inspection, we must advise you that we are not led to believe a manufacturing responsibility was associated with this incident.

Although we have a recall for corrosion to the latch, this does not apply to any 2001 Dodge Ram vehicles. What the inspector discovered was that the secondary latch on your vehicle had been bent 90 degrees inward from the normal position. We have no way of knowing when or how this damage occurred.

Our only suggestion would be to handle this with your insurance carrier. If they feel DaimlerChrysler has a responsibility, they have full subrogation rights under the terms of your policy.

Sincerely,

R. A. Bott
Special Investigations
(248) 944-7056

RAB/mtr